



CHAPTER 2: PARTICIPANT GUIDE FOR UPCS SOFTWARE TRAINING

**U.S. Department of Housing and Urban Development
Public and Indian Housing
Real Estate Assessment Center (REAC)**

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TABLE OF CONTENTS

Objectives	2-1
Connecting to the Internet	2-2
Logging on to the UPCS Software	2-6
Using Help Features	2-7
Exiting the Program	2-7
Entering Your User ID and Password	2-8
Downloading Property Information (Step 2 of Protocol)	2-11
Property Information (Step 7 of Protocol)	2-22
Selecting a Property	2-23
Deleting an Inspection	2-23
Editing Property Information	2-25
Adding Participant Information	2-27
Recording Certificate Information	2-29
Recording Proportionality Information	2-31
Building/Unit Information (Step 8 of Protocol)	2-35
Editing Building Information	2-42
Deleting a Building	2-44
Sampling (Step 9 of Protocol)	2-47
Unit Information (Step 10 of Protocol)	2-52
Recording Deficiencies (Step 11 of Protocol)	2-57
Site Inspectable Items	2-58
Building Inspectable Items	2-65
Unit Inspectable Items	2-68
Definitions	2-70
Tools	2-71
Checking/Preparing the Inspection (Step 12 of Protocol)	2-74
Life Threatening Hazards Report (Step 13 of Protocol)	2-77
Uploading Inspection Data (Step 15 of Protocol)	2-78
Compressing the Database	2-83
Summary	2-85

CHAPTER 2 – UNIFORM PHYSICAL CONDITION STANDARDS SOFTWARE TRAINING

The purpose of this chapter is to demonstrate how to use the Uniform Physical Condition Standards (UPCS) software when conducting a physical inspection. In this chapter, you will have an opportunity to perform a variety of inspection procedures using the UPCS software.

OBJECTIVES

After completing this chapter, you will be able to:

- Access the Internet
- Log on to the software
- Download data from REAC
- Verify and make corrections to the property profile information
- Enter building information
- Generate the inspection sample
- Enter sample units
- Record observations
- Compute proportionality
- Confirm inspection data is complete
- Upload data to REAC
- Compress the database

CONNECTING TO THE INTERNET


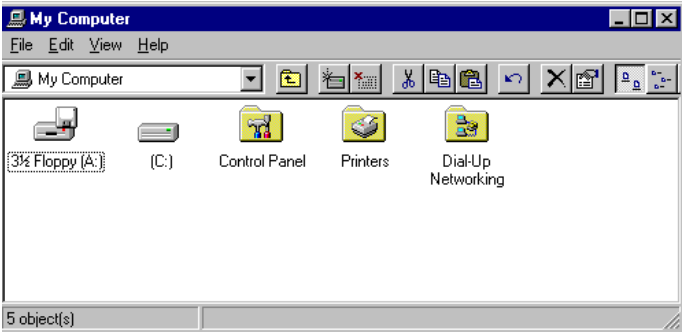
Background Information:


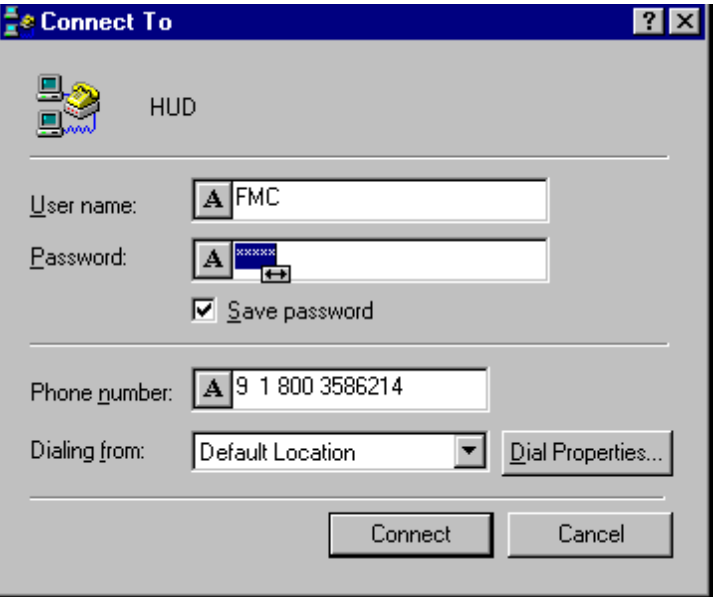
DCD units are either equipped with 1) a pen device called a stylus or 2) a keyboard and mouse. Use the stylus as you would use a mouse to select items from pick lists, groups of commands, or display options. A stylus is more portable and convenient than a mouse, especially while using your DCD on an inspection site.

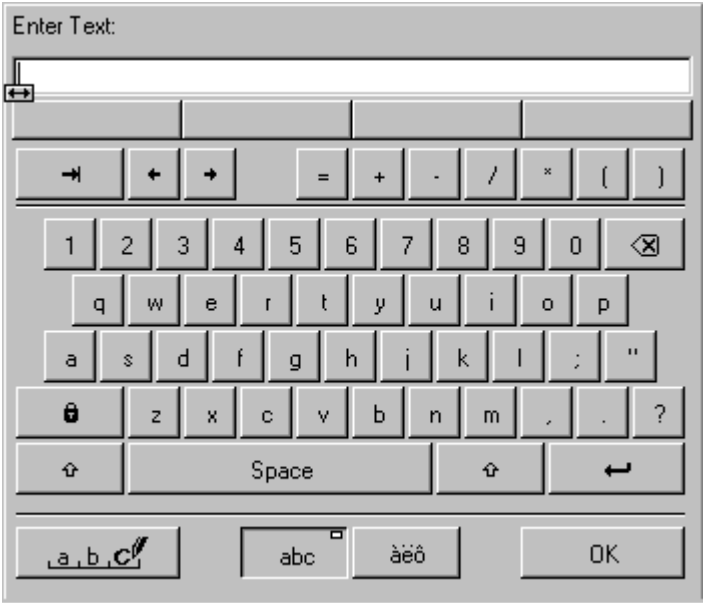

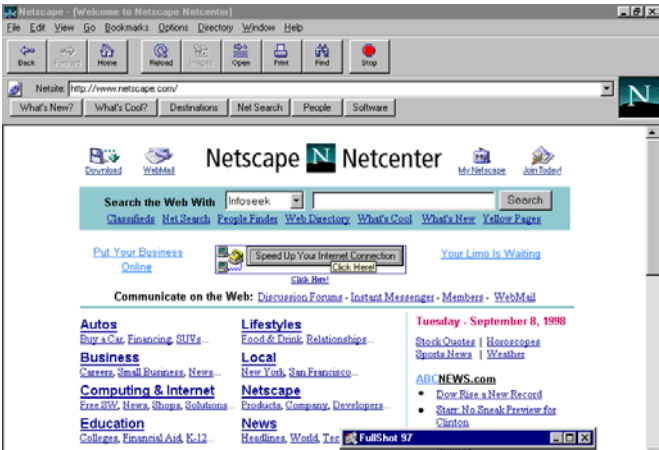
You can also use the stylus for writing text on the display, just as you would with a pen or pencil on paper.




During training, the terms “click” and “tap,” mean the same thing. On a personal computer (PC) or if your DCD has a keyboard, you can perform an action by clicking on the mouse. If the DCD does not have a keyboard, you can perform an action by tapping with the stylus.

The trainer will demonstrate how to use the DCD. These steps are listed in the left column. The trainer’s explanation is shown on the right.




Action	Explanation
Connect the modem.	To connect to the Internet, first connect your DCD to a phone line and turn the power on.
Double-tap on the My Computer icon	Double-tap  .
Double-tap on Dial-Up Networking	

Action	Explanation
Double-tap on HUD	 <p>NOTE: This icon must be named “HUD” for system compatibility.</p>
<p>Enter your ISP user name, password, and phone number</p> <p>When using the DCD that has a stylus, tap on the ‘A’ button to the left of the field with the stylus to obtain a keyboard</p>	 <p>NOTE: The system retains the data once entered in the User Name and Phone Number fields. You can place a checkmark in the Save password box and eliminate the need to enter your password whenever this window displays and only click on the Connect button.</p>



Action	Explanation
<p>Select the desired characters</p> <p>Tap on the OK button to enter the text</p>	 <p>Tap on the 'A' on the left side of the field to display the drop-down keyboard. Tap on the appropriate characters. Tap on the Shift (↑) key for capital letters or other keyboard characters (e.g., @).</p>
<p>Tap on the Connect button</p>	<p>Tap on Connect. The message box changes from dialing to verifying user name/password to logging on to the network. After connection occurs, close the screen and the network neighborhood icon  appears in the system tray located at the bottom of the screen.</p>
<p>To access the Internet, double-tap on your browser icon (e.g., Netscape)</p>	

<i>Action</i>	<i>Explanation</i>
Tap the Close icon in the top right corner.	To close your Web browser, tap the  in the top right corner of the screen.
Double-tap the network icon in the system tray.	Remember to double-tap on the  in the system tray. A window pops up.
Tap on the Disconnect button.	Tap on  to end your Internet session.

LOGGING ON TO THE UPCS SOFTWARE

<i>Action</i>	<i>Explanation</i>
Select the UPCS icon	<p>To start the UPCS program, touch the point of the stylus to (or tap) the UPCS icon .</p> <p>If you have any problems, call your Help Desk.</p>
Tap on the Proceed with Log On button	 <p>Tap on .</p>


USING HELP FEATURES

Action	Explanation
To find information quickly, tap on the Help button.	The  button is a quick way to get more information about what you see on your screen.
Tap on the What's This (?) button to view a short description of a field or command.	The  button is another form of help. It is called the “ What's This ” button. Selecting this button turns the cursor into a question mark. When you select a field, a pop-up window appears containing additional information.

EXITING THE PROGRAM

Background Information:

Always exit all programs and power off the DCD properly. To shut down the DCD, tap the Start button in the bottom left corner and tap on Shut Down at the bottom of the menu.

Action	Explanation
Tap on the Exit button	The last button on the command bar is  . Use this button to exit the UPCS program and return to the desktop screen.



ENTERING YOUR USER ID AND PASSWORD

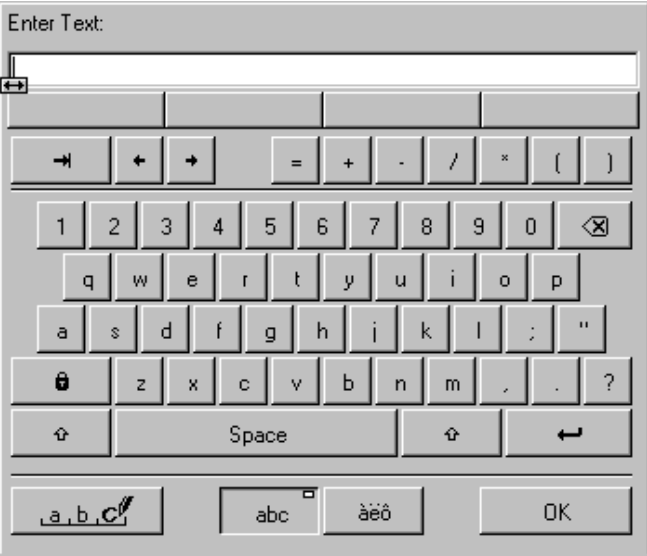


Background Information:

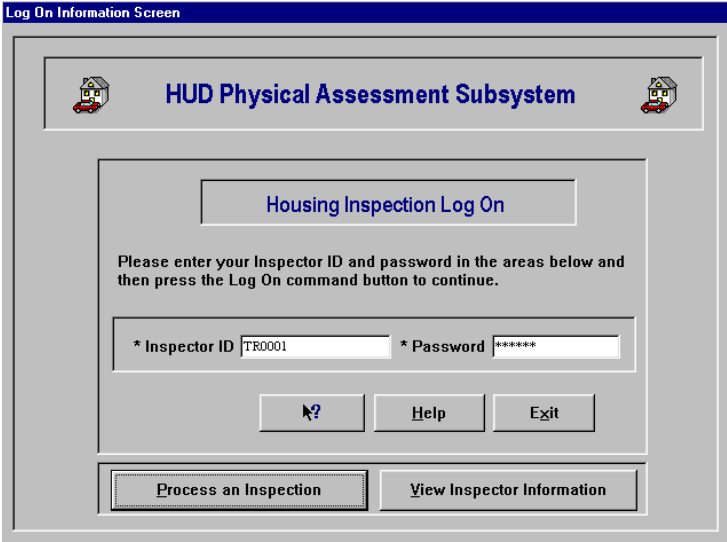
If you do not enter your user ID and/or password accurately, you cannot log on.

Verify that you have entered your user ID correctly (the inspector ID typically begins with an M or H). It is case-sensitive.

Also ensure you have correctly entered your inspector password (not your ISP password). The password is also case-sensitive.

Action	Explanation
Enter your HUD-issued inspector ID and your password in the appropriate fields.	
	<p>Note: If you are using a stylus. Tap on the 'A' button to the left of the Password field to expose the drop-down keyboard. Tap on the  to obtain the keyboard.</p>

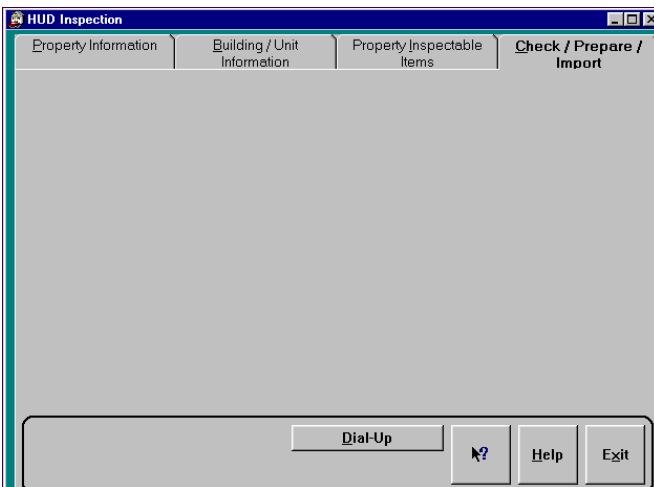
Action	Explanation
	 <p>Use the stylus to enter your characters.</p> <p>For our training purposes, enter your training ID and training password.</p> <p>Use the Shift () key for capital letters.</p>
Tap on the Log On button	 <p>If your ID and password are accepted, you have successfully logged on and are ready to process an inspection.</p>


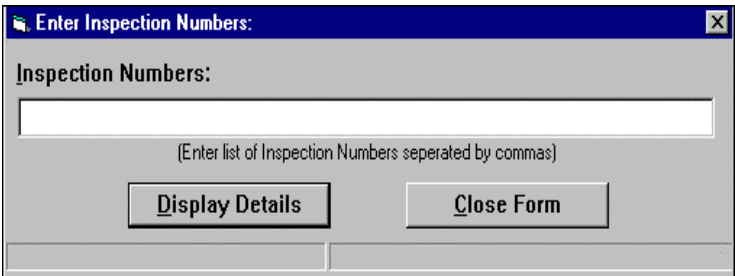

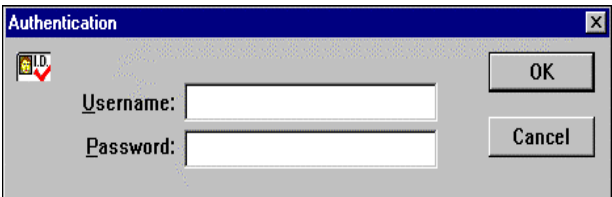
Action	Explanation
<p>Tap on the Process an Inspection button</p>	<p>The HUD Physical Assessment Subsystem screen displays.</p>  <p>Tap on Process an Inspection.</p>

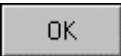
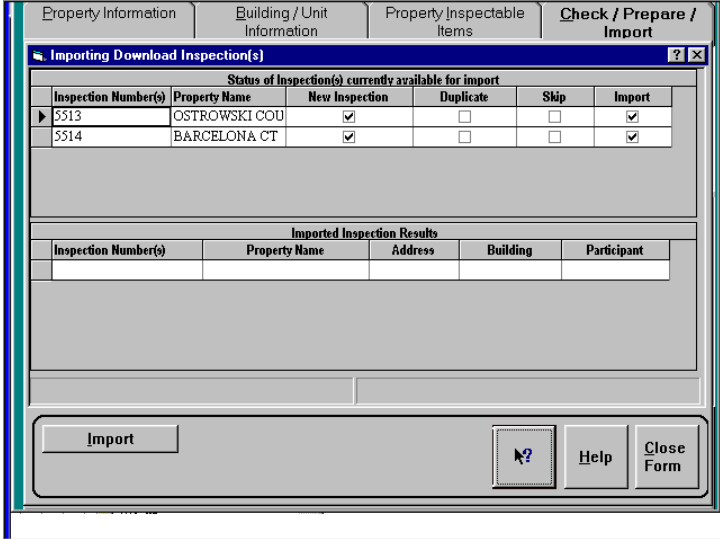

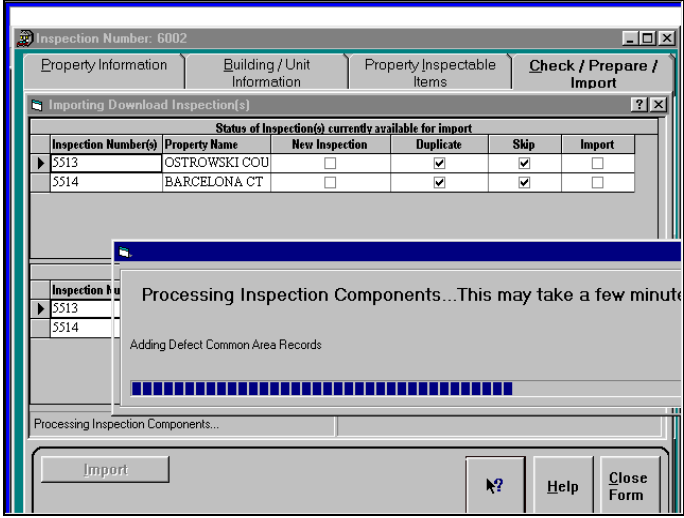
DOWNLOADING PROPERTY INFORMATION (STEP 2 OF PROTOCOL)

Background Information:

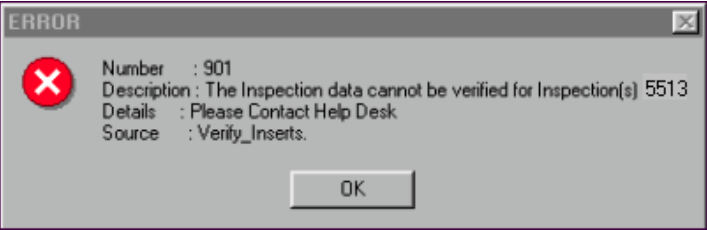
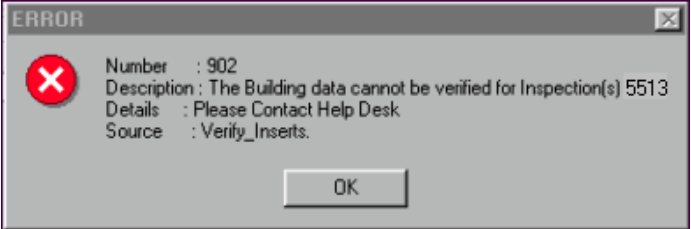
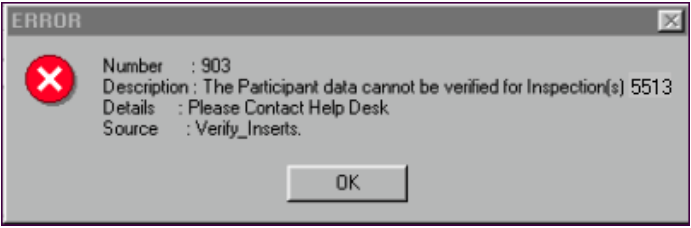
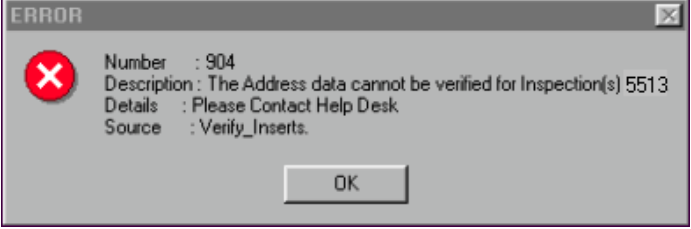
The first step in the HUD Physical Inspection process is receiving property profile information from REAC. This is accomplished by downloading the information from REAC via the Internet to the UPCS software on your DCD.

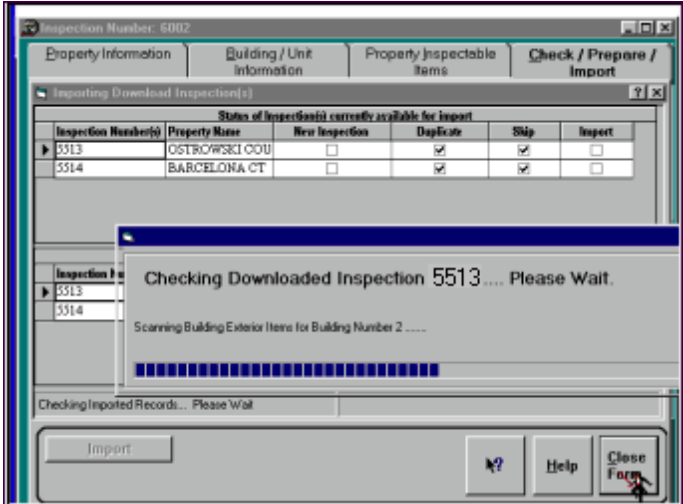

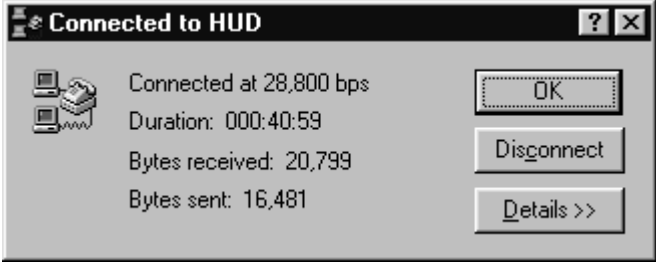

Action	Explanation
Connect the DCD to an analog phone line and tap on the Check/Prepare/Import tab	 <p>Select the Check/Prepare/Import tab by tapping the tab name with your stylus.</p>
Tap on the Dial-up button	Tap on Dial-Up to connect to the Internet.

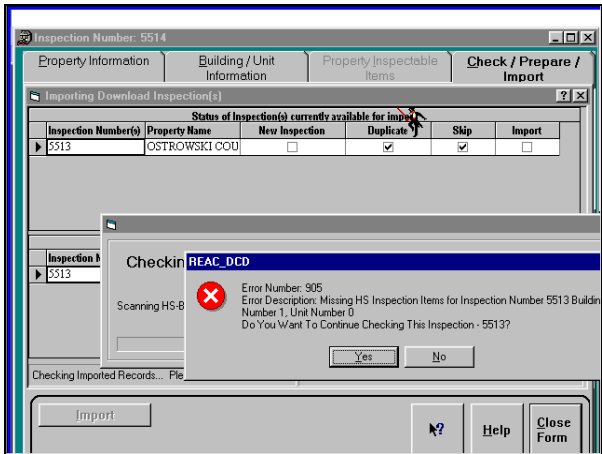

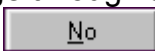
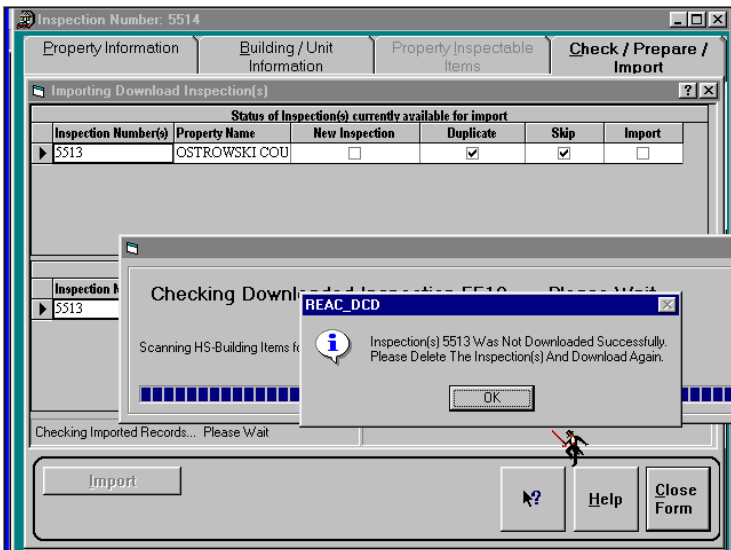
Action	Explanation
Tap on the Connect button	<p>Tap on Connect.</p> <p>The UPCS software automatically dials the Internet service provider designated in the set-up and connects to the appropriate REAC download site. Remember, the user name is the ISP ID provided by your company.</p>
Tap on the Download Record(s) button	Tap on  .
Enter the Inspection number.	 <p>Enter inspection number 395.</p> <p>You can request multiple inspections by separating each ID number with a comma. Do not enter any spaces.</p>
Tap on the Display Details button	Tap on  .
Enter your user ID (HUD-issued ‘M’ number) and password	 <p>Enter your training ID in the Username field, and your training password in the Password field. Your password is usually only valid for 21 days and will have to be updated when it expires.</p>


Action	Explanation
Tap on the OK button on the Authentication window	Tap on  to obtain the status of the inspection.
<p>The Importing Downloaded Inspection(s) screen displays</p> <p>Tap on the Import button</p>	 <p>Tap on .</p>
	 <p>The system begins processing the inspection components. Processing time varies according to the number and size of the inspections. The larger the inspection, the longer the processing time.</p>

Action	Explanation
	<p>Wait until the status message, “ Profile Complete, Click Close Form for Record Verification” appears</p> <div data-bbox="976 415 1097 533" data-label="Image"> </div> <p>before tapping</p> <div data-bbox="764 571 1495 1123" data-label="Image"> </div>
Tap on the Close Form button	<p>Tap on <div data-bbox="870 1157 946 1230" data-label="Image"></div> for record verification.</p>
	<p>The system verifies that the following data is received accurately: properties, inspections, buildings, participant, and addresses. If any information is incorrect or missing one of the following messages displays:</p>
	<div data-bbox="789 1509 1495 1717" data-label="Image"> </div>

Action	Explanation
	
	
	
	
	<p>If one of the above error messages displays, contact your Help Desk.</p>
	<p>If no errors are identified, the system continues the verification process by verifying the following items and corresponding defects: Site, building exterior, building system, unit, building common area, health and safety items and certificates.</p>

Action	Explanation
	
	<p>If the verification process is successful, the Check/Prepare/Import screen displays.</p> <p>Once your inspection is downloaded, disconnect from the Internet.</p>
<p>Double-tap the network icon in the system tray to disconnect from the Internet</p>	<p>Remember to double-tap on the  in the system tray located at the bottom of the screen. The Connected to HUD window displays.</p>
<p>Tap on the Disconnect button</p>	 <p>Tap on  to end your Internet session.</p>

Action	Explanation
	<p>If the verification process is not successful, an error message window appears describing the error.</p> 
<p>If errors occur, continue to tap on the Yes button to page through all of the error messages or tap on the No button to stop checking the error messages for the inspection</p>	<p>Tap on  to page through all of the error messages or tap on the  button.</p>
<p>After the last error message, or when the No button is tapped, a message window displays confirming that the download of the inspection was unsuccessful</p>	

Action	Explanation
Tap on the OK button	Tap on  . The Check/Prepare/Import screen reappears.
	<p><u>PLEASE NOTE:</u></p> <p>The error messages are indications that part of the inspection data is missing. Regardless of how complete the inspection appears on <i>the Property Inspectable Items</i> screen, DATA IS MISSING!</p> <p>The following steps must be taken to correct the problem.</p> <ul style="list-style-type: none">• Delete the inspection• Compress the Database• Download the inspection again <p>If error messages appear after the inspection has been downloaded for the second time, contact your Help Desk.</p>

Background Information:

If you are unable to download information due to:

No dial tone—Recheck all cable connections, check the line through the use of a phone, or use another line.

Busy Signal—Wait a few minutes and try again, verify “Dialing Properties” to ensure only the desired dialing prefixes are being used.

Internet Error 4, 5, or 99—Disconnect from the Internet and exit the inspection program, restart, and try again.

Message stating, “No inspection/property data was found/downloaded!”—Verify the inspection ID to make sure you are not using the property ID or a PHA/FHA number.

Unable to get past the Basic Authentication Form—Ensure you are using the correct Inspector ID and password.

If you are still unable to download an inspection, contact your Help Desk.

Use the following table to resolve any error reasons.

Error Number	Recommendation
1	User should try again later.
2	If the user gets this consistently while trying to download the same inspections, call the Technical Service Support Center at 877-406-9220.
4	Call the Technical Service Support center.
5	Make sure you are using the correct USER ID and Password, and then call the Technical Service Support Center.
6	Call the Technical Service Support Center.
9	User should try to download later.
10	User is trying to download a non-existent inspection. Call Technical Service Support Center.
11	User is trying to download a non-existent inspection. Call Technical Service Support Center.
12	Call the Technical Service Support Center
13	Call the Technical Assistance Center at 888-245-4860.
14	Call the Technical Assistance Center.
15	Call the Technical Assistance Center.
16 & 17	Call the Technical Service Support Center.
20	Call Technical Service Support Center.
91	Connection has been lost; please exit out of the software and re-enter. If problem persists, call the Technical Service Support Center.
101	User should try again later.
102	Call the Technical Service Support Center.
103	Call the Technical Service Support Center.
104	Call the Technical Service Support Center.
151	Call the Technical Service Support Center.
152	Call the Technical Service Support Center.
153	Call the Technical Service Support Center.
154	Call the Technical Service Support Center.
155	Call the Technical Service Support Center.
156	Call the Technical Service Support Center.
157	Call the Technical Service Support Center.
158	Call the Technical Service Support Center.
159	Call the Technical Service Support Center.
160	Call the Technical Service Support Center.
900	Call the Technical Service Support Center.
901	Call the Technical Service Support Center.
902	Call the Technical Service Support Center.
903	Call the Technical Service Support Center.
904	Call the Technical Service Support Center.
905	Please delete the inspection, compress the database and download again.

Exercise 2.1–Downloading and Verifying Property Information

Purpose

The purpose of this exercise is to give you experience in downloading property information.

Directions

Download information on Inspection numbers 400 and 411.

Questions

If you have any questions:

- Use the ***Help*** or ***What's This*** button
- Ask the trainer

You have 20 minutes to complete this exercise. Then, the trainer will review the exercise with the class.

PROPERTY INFORMATION (STEP 7 OF PROTOCOL)

You begin to process an inspection from the ***Property Information*** screen. From this screen, you can navigate through all the components of the property profile.

Inspectors **must** visually verify all property profile data (with the exception of scattered sites) prior to beginning the inspection and generating the sample. A Property Representative must be present during the verification.

Background Information:

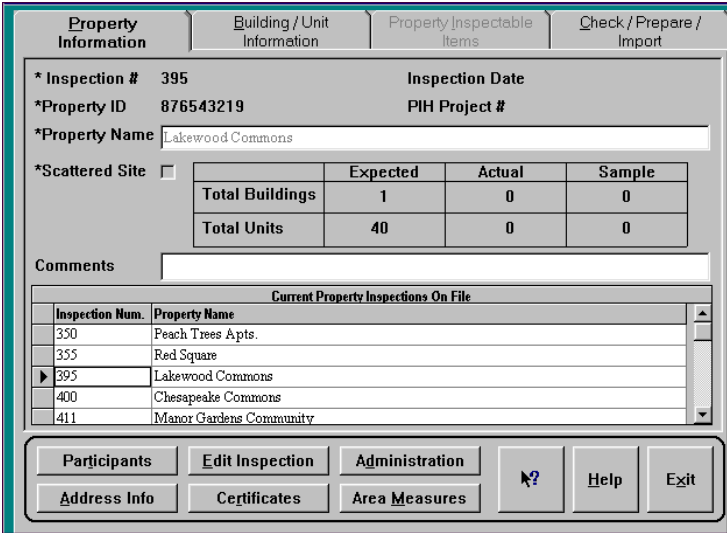
The ***Property Information*** screen contains general information about the property. The tabs at the top represent other screens you will use during an inspection.

The Inspection ID and Property Name are provided to an inspector by their company.

The top half of the screen contains property information, such as the inspection number, inspection date, property ID number, PIH number, property name, whether it is a scattered site, and a summary table. From the download, the table provides the total number of expected buildings and the total number of expected units.

Once you have selected a property, the buttons at the bottom of the screen allow you to change and add:


- Participant information
- Address information
- Inspection information
- Information on certificates
- Area measures
- Administrative information


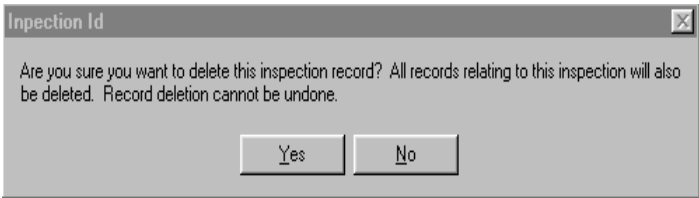
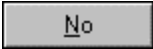
Action	Explanation
Tap on the Property Information tab	

SELECTING A PROPERTY


Action	Explanation
	To access a downloaded inspection, select the row containing the appropriate Inspection ID and Property Name.


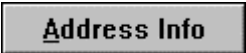




DELETING AN INSPECTION

Action	Explanation
Tap on the Administration button	Tap on  .



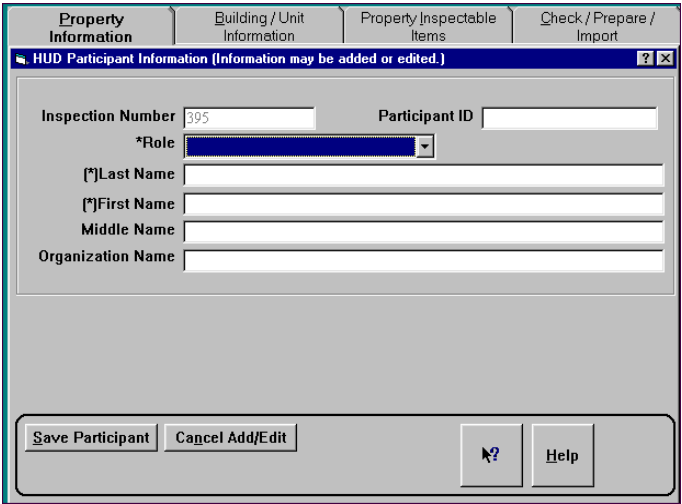


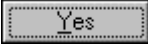
Action	Explanation
Tap on the Delete Inspection button	 <p>The 'Administration Menu' dialog box contains three main buttons: 'Delete Inspection', 'Compress Database', and 'Run Compress On Exit' (which is disabled). At the bottom are 'Close' and 'Help' buttons.</p>
	<p>A confirmation message displays.</p>  <p>The 'Inspection Id' dialog box asks: 'Are you sure you want to delete this inspection record? All records relating to this inspection will also be deleted. Record deletion cannot be undone.' It has 'Yes' and 'No' buttons.</p>
Select Yes in the message dialog box to delete the inspection or No to cancel.	<p>Select  if you decide the inspection record should not be deleted.</p> <p>WARNING: When you delete an inspection record, all associated records are deleted. For example, building and unit information as well as inspection results are deleted.</p>

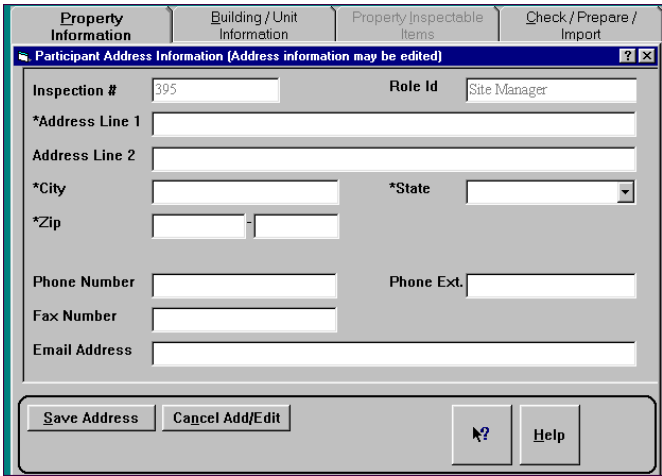

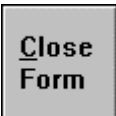
EDITING PROPERTY INFORMATION

Action	Explanation
Select the property you wish to edit.	 <p>From this screen, you can access the links that enable you to view, edit, or add participant information, address information, certificate information and record area measures.</p>
Tap on the Edit Inspection button	Tap on Edit Inspection to modify the name of the property, to indicate a scattered site or update the Comments field.
Make the necessary changes	<p>The Comments field allows the entry of comments (up to 255 characters) for the property. This field is updateable once Edit Inspection is tapped.</p> <p>Certain symbols will cause problems during the upload process. Do not use the following symbols when updating the Comments field:</p> <ul style="list-style-type: none"> • Double quotes (") • Asterisk (*) • Ampersand (&) • Equal sign (=) • Brackets []


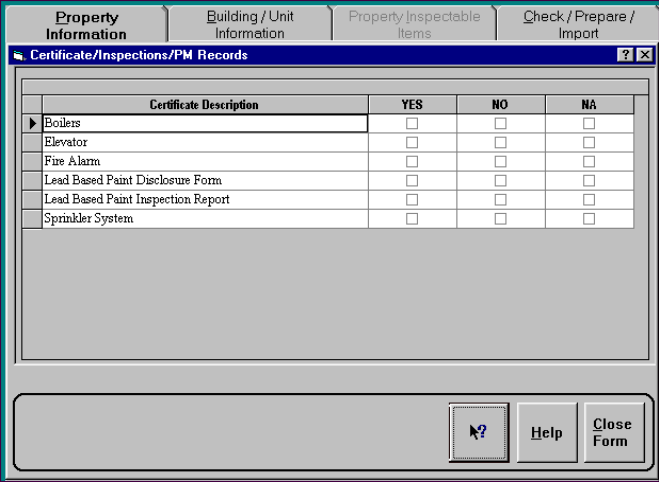
Action	Explanation
	<p>The Comments field is also used to record the Occupancy Rate for Servicing Mortgagee inspections. The Occupancy Rate is the opposite of the Vacancy Rate. Enter the Occupancy Rate first before adding text in the Comments field. The Occupancy Rate must be entered as a number followed by the percent sign (no spaces), for example: 93%</p> <p>An example of a comment: Identifying the type of property such as a group or nursing home.</p>
Tap on the Save Inspection button	Tap on  to save your edits.
Tap on the Address Info button	Tap on  . Note: A legitimate telephone number must be entered.
Tap on the Edit Address button	Tap on  .  Or you could tap on the  button to return to the Property Information tab.
Make the necessary edits	Do not add parentheses or hyphens to the phone numbers; simply enter the numbers. The system automatically formats phone numbers.
Tap on the Save Address button	Tap on  to save your changes.
	After verifying property information, the Property Information tab allows you to make any necessary changes to the property information.

ADDING PARTICIPANT INFORMATION

Action	Explanation
Tap on the Participants button	Tap on the  button to add, edit, or delete participant information.
Tap on the Add Participant button	<p>Tap on .</p>  <p>The Participant ID is automatically downloaded from the database and cannot be updated. There should be at least three participants listed; owner/PHA, management agent contact and a site manager.</p>
Enter the participant information	Update the Participant information fields.
Tap on the Save Participant button	Tap on  .
Tap on the Address Info button	<p>Tap on .</p> <p>A message displays indicating address information does not exist for this participant.</p>
Tap on the Yes button	Tap on  to add address information for the new participant.

Action	Explanation
Enter the Participant Address Information	 <p>NOTE: Do not add parentheses or hyphens to the phone numbers; simply enter the numbers. The system automatically formats phone numbers.</p> <p>Certain symbols will cause problems during the upload process. Do not use the following symbols when updating address information:</p> <ul style="list-style-type: none"> • Double quotes (") • Asterisk (*) • Ampersand (&) • Equal sign (=) • Brackets []
Tap on the Save Address button	Tap on  to save the new information.
Tap on the Close Form button	Tap on  to return to the Property Information tab.

RECORDING CERTIFICATE INFORMATION

Action	Explanation
Tap on the Certificates button	Tap on  on the Property Information tab.
Tap in the appropriate checkbox for each certificate	<p>The Certificate/Inspections/PM Records screen displays. The certificates to be inspected are listed.</p>  <p>Tap in the checkbox in the Yes column if you have verified the existence of a current certificate.</p> <p>Tap in the checkbox in the No column if a certificate is not available for you to verify or is not current.</p> <p>Tap in the checkbox in the NA column if it is not applicable to the property inspection.</p> <p>Each certificate must be verified and checked accordingly.</p>
Select the Close Form button	Tap on Close Form to return to Property Information screen.

Background Information:

Section 1018 of the Residential Lead-Based Paint Hazard Reduction Act of 1992 requires sellers, landlords, and agents to warn homebuyers and tenants of lead-based paint and lead-based paint hazards in housing built prior to 1978. The lead-based paint disclosure regulations implementing this statutory provision (Lead Disclosure Rule) apply to all pre-1978 housing including all public housing and HUD-assisted housing, as well as private housing.

REAC's physical inspection protocol requires the following information relevant to targeting Lead Disclosure Rule enforcement efforts:

1. Date of construction of buildings
2. Condition of paint
3. Presence of lead certificates

With the release of UPCS 2.3, REAC added the following two lead-based paint items to the physical inspection protocol:

1. Presence of lead-based paint disclosure forms
2. Presence of lead-based paint inspection reports

RECORDING PROPORTIONALITY INFORMATION

Proportionality is used to determine the percentage of the defected area. The level of the rating is based on the percentage of the defect. The percentage is calculated by dividing the measurement of the defect by the total area.

Example: If the Total Area of the parking lot is 5,000 square feet and the defect is 500 square feet, then the defect represents 10% of the total area.

The three inspectable defects where proportionality applies are:

- Ponding (parking lots/driveways/roads)
- Cracks (parking lots/driveways/roads)
- Cracks/settlement/heaving (walkways/steps)


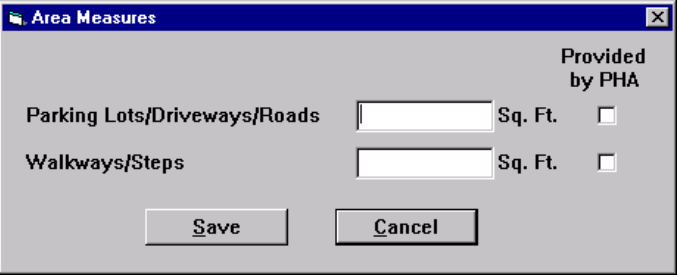

Ask the Property Representative to provide the total area of the parking lots/driveway/roads (in square feet) and the walkways/steps (in square feet) on the site that are owned by the PHA or Multifamily organization.

If the Property Representative does not know the area measure, the inspector will estimate the measurement of the area.

If the Property Representative does not know the total area of the parking lot but knows the number of parking spaces, the inspector will multiply the number of spaces by a predetermined measurement to convert the number of spaces to an area measurement.

The predetermined measurement for full-sized cars is 9 ft. by 20 ft. or 180 square feet. For subcompact cars the predetermined measurement is 8 ft. by 15 ft. or 120 square feet. The measurement for the driveway within the parking lot is the length of the driveway x 20 ft.

Source for the predetermined measurements: [A Policy on Geometric Design of Highways and Streets](#) published by AASHTO.

Action	Explanation
<p>Tap on the Area Measures button located on the Property Information tab</p>	<p>Tap on .</p> <p>The Area Measures screen displays.</p> 
<p>Update the appropriate Area Measures</p>	<p>Enter the total square footage for Parking Lots/Driveways/Roads.</p> <p>Enter the total square footage for Walkways/Steps.</p>
<p>Enter a checkmark in the box Provided by PHA if the measurements were provided by the Property Representative</p> <p>Tap on the Save button</p>	<p>Leave blank if measurements were not provided by the Property Representative.</p> <p>Tap on  to save the values and return to the Property Information screen.</p> <p>We will see how this information is used once we tab to the Property Inspectable Items screen.</p>

Exercise 2.2–Verifying Property Profile Information

Purpose

The purpose of this exercise is to familiarize you with verifying and correcting property profile information and entering area measurements using the UPCS software.

Directions

The UPCS software has been designed to lead you through all the steps in the inspection process. Let the UPCS software show you the information needed and how to make changes to this information.

Use the information from the scenario that follows to enter property information using the UPCS software.

Questions

If you have any questions:

- Use the ***Help*** or ***What’s This*** button
- Ask the trainer

You have 20 minutes to complete this exercise. Then, the trainer will review the entries with the class.

Exercise 2.2 Data

Inspection ID: 400
Property Name: Chesapeake Commons
Property ID: 123456789
Property Address: 417 East Avenue
Funtown, AL 30860

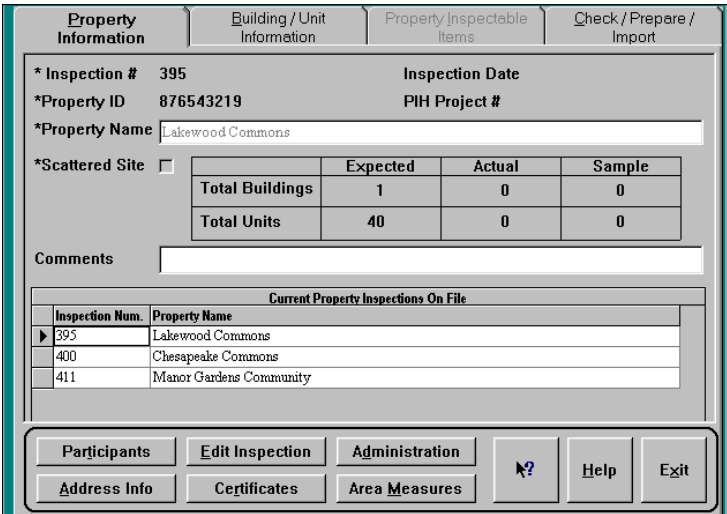
- *Participant Information:* The Management Agent contact, Mr. Herbert Rice is your point of contact with the property. The management company is located at 220 Crimson Avenue, Funtown, Alabama, 30860. His phone number is (211) 366-3456. The fax number is (211) 366-4365. The management company, UpayBigBucks, email address is hrice@upayus.com.
- *Area Measures Information:* The total area of the walks/steps provided by the representative is 50 square ft. The Property Representative does not know the square footage of the parking lot but knows that there are 6 full size parking spaces. The length of the driveway within the parking lot is 60 ft.

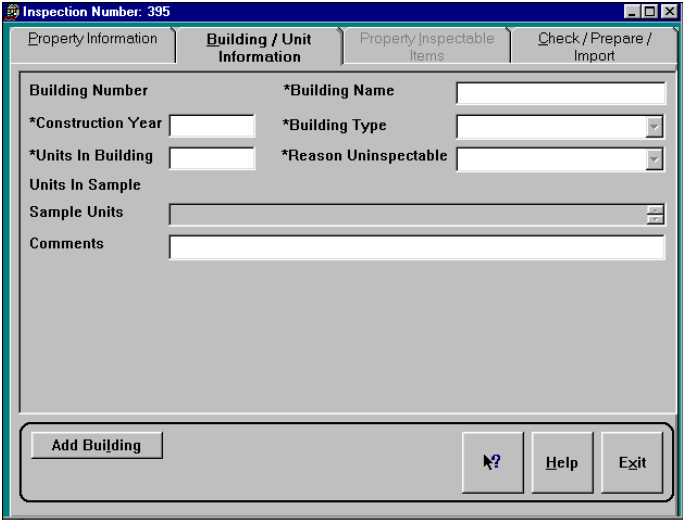
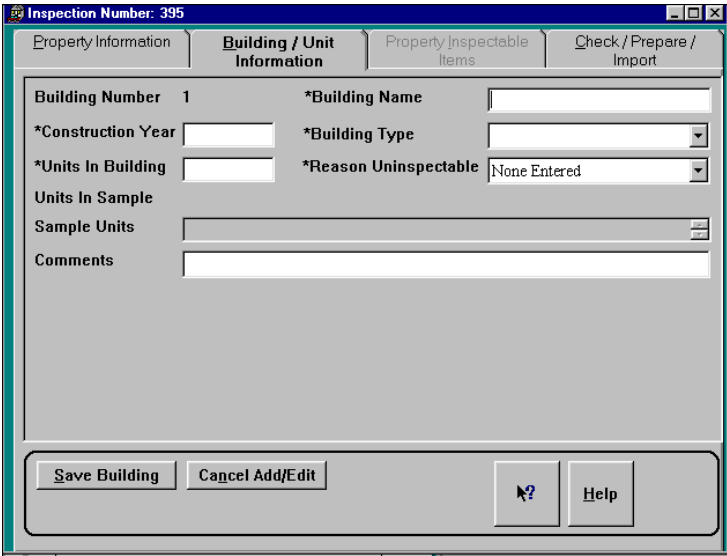
The development is located at one site. The buildings were built in the 1990s. The units each have their own heat pump. There are no elevators. Mr. Rice has current fire alarm and sprinkler certificates on hand for your inspection when you arrive at the property. No other certificates are available.


BUILDING/UNIT INFORMATION (STEP 8 OF PROTOCOL)



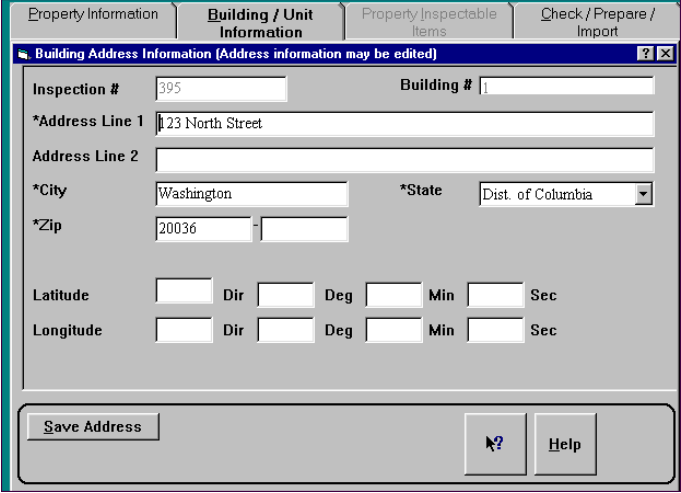

Background Information


For nursing homes, group homes, and assisted living facilities, any room with a bed or beds, is considered a “client room.” Inspectors should change the number of units in the UPCS software to reflect client rooms rather than the number of beds. Such rooms are to be inspected and listed as dwelling units. Mixed-use facilities contain both client rooms and residential (apartment-type) dwelling units. The total number of units used to generate the sample will include both.

Action	Explanation
Select the appropriate inspection number and tap on the Building/Unit Information tab	<p>Tap on the Building/Unit Information tab</p>  <p>The Building/Unit Information screen displays more detailed information about the buildings and dwelling units in the selected property.</p>

Action	Explanation
<p>Tap on the Add Building button</p>	 <p>Tap on Add Building. The following screen displays.</p>
	<p>The UPCS software automatically enters the building number in the order it was added.</p> 

Action	Explanation
	<p>Enter the required information for the building, including building name, construction year, building type, number of units in building, and reason uninspectable.</p> <p>NOTE: The asterisk (*) before a field name indicates a required field.</p> <p>The Comments field allows the entry of comments (up to 255 characters) for the building.</p> <p>Certain symbols will cause problems during the upload process. Do not use the following symbols when updating the Building Name or Comments field:</p> <ul style="list-style-type: none"> • Double quotes (") • Asterisk (*) • Ampersand (&) • Equal sign (=)
Tap in the Building Name field and enter the name	Enter the name of the building.
Tap in the Construction Year field.	Enter the year the building was built.
Tap on the Building Type drop-down arrow to select the type	Select the type of building from the drop-down list.
Tap in Units in Building	Enter the number of units in the building.
Tap on the Save Building button	Tap on  to save the building information.

Action	Explanation
	 <p>This message box appears when a new building is added.</p>
<p>Tap on the OK button</p>	<p>Tap . The property address displays.</p>  <p>The property address displays as the default address.</p> <p>Enter the building address and click on .</p> <p>Certain symbols will cause problems during the upload process. Do not use the following symbols when updating the Building Address fields:</p> <ul style="list-style-type: none"> • Double quotes (") • Asterisk (*) • Ampersand (&) • Equal sign (=)

Action	Explanation
	<p>If the building address is the same as the default property address, you must click on the  button to save the address information. If not, the building will upload without an address and the inspection will be flagged by the PI-Ops staff during the Checklist process.</p>
Update latitude and longitude coordinates for ONAP properties only	<p>NOTE: These fields are for the Office of Native American Programs (ONAP) properties.</p> <p>Enter data into the appropriate fields.</p>

Background Information on Latitude and Longitude Coordinates:

Latitude and longitude coordinates apply only to (ONAP) properties. The requirements associated with the use of this feature are still in the pilot phase.

Using a Global Positioning System (GPS) reader, inspectors can determine the latitude and longitude coordinates of each building in the inspection sample.

There is one GPS reading for each building. The reading is taken from the main outdoor entrance of each sampled building.

The latitude and longitude coordinates are recorded using the degrees, minutes, and seconds (DMS) format. (Example: Latitude: N 038° 53' 01.9" and Longitude: W 077° 01' 46.8")


Latitude

- Direction: N (North) or S (South).
- Degree: This field has three characters. The first position is always 0. The values for this field are 000 to 090.
- Minutes: The values for minutes are greater than or equal to 0 and less than 60.
- Seconds: The Seconds field has four characters. The first two characters are whole numbers, the third character is a decimal point and the fourth character is one decimal place. (Example 24.4) The values for seconds are greater than or equal to 0 and less than 60.

Longitude

- Direction: W (West) or E (East).
- Degree: This field has three characters. The first position is always 0 if the value is less than 100. The values for this field are 000 to 180.
- Minutes: The values for minutes are greater than or equal to 0 and less than 60.
- Seconds: The Seconds field has four characters. The first two characters are whole numbers, the third character is a decimal point and the fourth character is one decimal place. (Example 24.4) The values for seconds are greater than or equal to 0 and less than 60.

Latitude and Longitude values are not downloaded from the REAC. The GPS reading must be captured each time the property is inspected.

Action	Explanation
Tap in Latitude Dir	Enter the direction.
Tap in Latitude Deg	Enter the degrees.
Tap in Latitude Min	Enter the minutes.
Tap in Latitude Sec	Enter the seconds.
Tap in Longitude Dir	Enter the direction.
Tap in Longitude Deg	Enter the degrees.
Tap in Longitude Min	Enter the minutes.
Tap in Longitude Sec	Enter the seconds.
Tap on the Save Address button	Tap on  to save the coordinates and any changes. The Building/Unit Information tab displays.

Action	Explanation										
	<p>The screenshot displays the 'Building / Unit Information' tab in the UPCS software. The form contains the following fields and values:</p> <ul style="list-style-type: none"> Building Number: 1 *Building Name: Oak Towers *Construction Year: 1987 *Building Type: Mid/High Rise Apartments *Units In Building: 40 *Reason Uninspectable: None Entered Units In Sample: 0 Sample Units: (empty) Comments: (empty) <p>Below the form is a table titled 'Buildings On File For This Inspection':</p> <table border="1"> <thead> <tr> <th>Building Number</th> <th>Building Name</th> <th>Building Type</th> <th>Reason Uninspectable</th> <th>In Sample</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Oak Towers</td> <td>H Mid/High Rise Apa</td> <td>None Entered</td> <td></td> </tr> </tbody> </table> <p>At the bottom of the window are several buttons: Add Building, Edit Building, Delete Building, Address Info, Units, Generate Sample, Help, and Exit.</p>	Building Number	Building Name	Building Type	Reason Uninspectable	In Sample	1	Oak Towers	H Mid/High Rise Apa	None Entered	
Building Number	Building Name	Building Type	Reason Uninspectable	In Sample							
1	Oak Towers	H Mid/High Rise Apa	None Entered								

Building Type Definitions

Mid/High Rise Apartments - A multi-unit residential structure consisting of three or more floors.

Low-Rise/Garden Apartments - A multi-unit residential structure consisting of two and 1/2 or less floors.

Duplex - A detached residential structure consisting of two units.





Row/Town House - A single unit residential structure that is connected to a similar structure by a common sidewall.


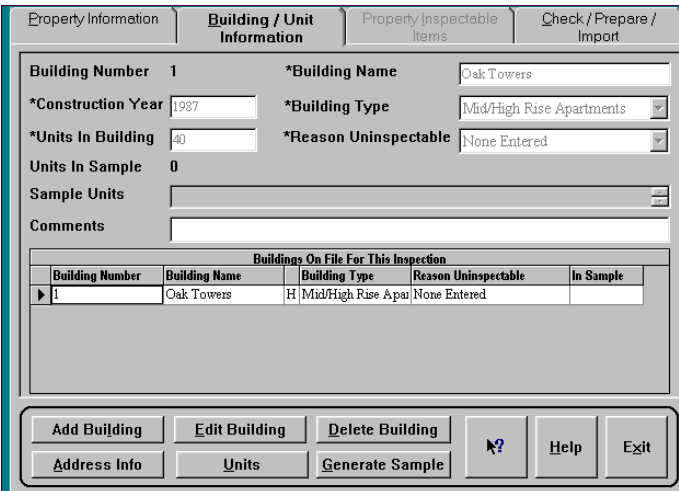
Single Family House - A detached residential structure consisting of one unit.

Common building - A detached non-residential structure.

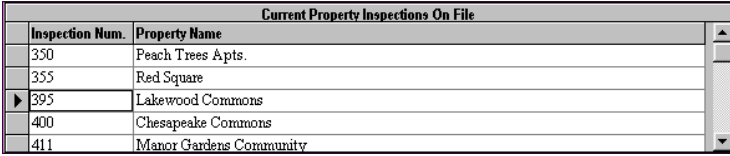


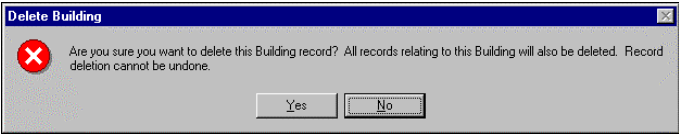
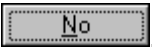
The building/dwelling information must equal the counts entered in the **Property Information** screen. If it does not, the system will not allow you to upload the inspection.

EDITING BUILDING INFORMATION

Action	Explanation
Tap on the Edit Building button	Tap on  to edit the record currently displayed.
	<p>The Comments field allows the entry of comments (up to 255 characters) regarding the inspection sample or other building information.</p> <p>An example of a comment for this field is providing additional information why a building is uninspectable and not in the sample.</p> <p>Certain symbols will cause problems during the upload process. Do not use the following symbols when updating the Comments field:</p> <ul style="list-style-type: none"> • Double quotes (") • Asterisk (*) • Ampersand (&) • Equal sign (=)
Tap on the Save Building button	Tap on  to save your edits.
Tap on the Address Info button on the Building/Unit Information tab	Tap on  .
Tap on the Edit Address button Make any necessary edits	Tap on  and make the address changes. Certain symbols will cause problems during the upload process. Do not use the following symbols when updating building address information: <ul style="list-style-type: none"> • Double quotes (") • Asterisk (*) • Ampersand (&) • Equal sign (=)

Action	Explanation
	Remember the latitude and longitude fields for ONAP properties can be updated once the Edit Building button is tapped.
Tap on the Save Address button	Tap on  to save the necessary edits, coordinates and return to the Building/Unit Information tab.
	

DELETING A BUILDING

Action	Explanation
Select the correct property from the Property Information tab	
Select the correct building from the Building/Unit Information screen	
Tap on the Delete Building button	Tap on  .
	<p>A confirmation message displays to ensure you want to delete this building.</p> 
Tap on the Yes button to delete the building record or the No button to cancel	Tap  .

Exercise 2.3–Adding and Editing Building/Unit Information

Purpose

The purpose of this exercise is for you to practice entering and modifying building information using the UPCS software.

Directions

Use the information from the scenario that follows to enter the building information, including the number of units, into the UPCS software.

Questions

If you have any questions:

- Use the ***Help*** or ***What's This*** button
- Ask the trainer

You will have 20 minutes to complete this exercise. Then, the trainer will review the entries with the class.

Exercise 2.3 Data

Building Information for Inspection ID 400

ADD:

Building Number: 1
Building Name: Chesapeake I
Building Type: Garden Apartments
Construction Year: 1990
Units in Building: 6
Building Address: 419 East Avenue

Building Number: 2
Building Name: Chesapeake II
Building Type: Garden Apartments
Construction Year: 1990
Units in Building: 6
Building Address: 421 East Avenue
Latitude coordinates for the building are:

- Direction - South
- Degrees - 042
- Minutes - 55
- Seconds - 01.7

Longitude coordinates for the building are:

- Direction -East
- Degrees - 075
- Minutes - 05
- Seconds - 45.9

Building Number: 3
Building Name: Chesapeake Commons
Building Type: Row/Townhouse
Construction Year: 1990
Units in Building: 0
Building Address: 420 East Avenue
Comments: Building just acquired.

EDIT:

Building Number: 3
Building Type: Common Building

SAMPLING (STEP 9 OF PROTOCOL)

Sample/Alternate Buildings and Units

The system generates a random sample to allow you to inspect a subset of chosen buildings/units instead of all buildings/units in the property.

Each building included in the sample will be indicated in the **In Sample** column. “Yes,” indicates a sample building. “Alt” indicates an alternate sample building. A blank indicates the building is not included in the sample.

Selection of Alternate Buildings

1. Select the first alternate building as displayed in the UPCS software.
2. Edit the alternate building, changing the Reason Uninspectable from “Not in Sample” to “None Entered”.
3. Add the units for the alternate building. If the number of units in the alternate building is less than the number of units in the building rendered uninspectable, contact the Technical Assistance Center.
4. If there are no alternate buildings, contact your Help Desk.

As each building’s row is highlighted, the **Sample Units** field displays, from left to right, the random selections of units for the building and the randomly selected alternate units in that building. The sequence of whole numbers, from left to right, represents the units in that building, their order of selection, and their category (inspection sample or alternate).

Each number represents the unit’s relative position on an all-inclusive list of units for that particular building. The all-inclusive list is typically the rent roll. The number “4”, for example, represents the “fourth unit appearing on the rent roll or other acceptable list of units” for that building. The number is never larger than the total number of units in the identified building.

If a rent roll is unavailable, the units are selected in ascending order from the lowest floor to the top floor. For example, if a building has 4 floors and 16 units numbered 1A – 1D, 2A – 2D, 3A-3D, and 4A – 4D, then the number 3 in the sample specification refers to unit 1C and the number 5 refers to unit 2A.


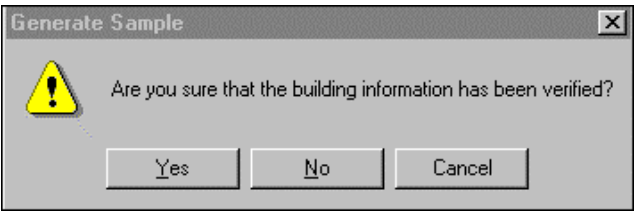

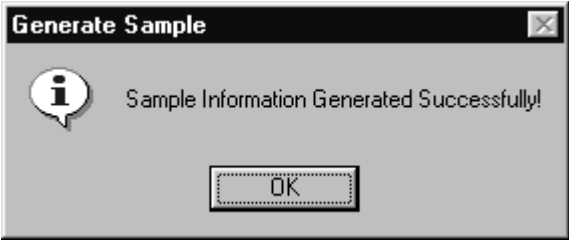

Alternate units may be required when the inspector is unable to access a sample unit. In such cases, record why it is uninspectable in the **Reason Uninspectable** field. **Alternates must be selected in the order listed.** These alternate units are displayed after the units sampled for inspection in the **Sample Units** field on the **Building/Unit Information** tab in PASS 2.3.

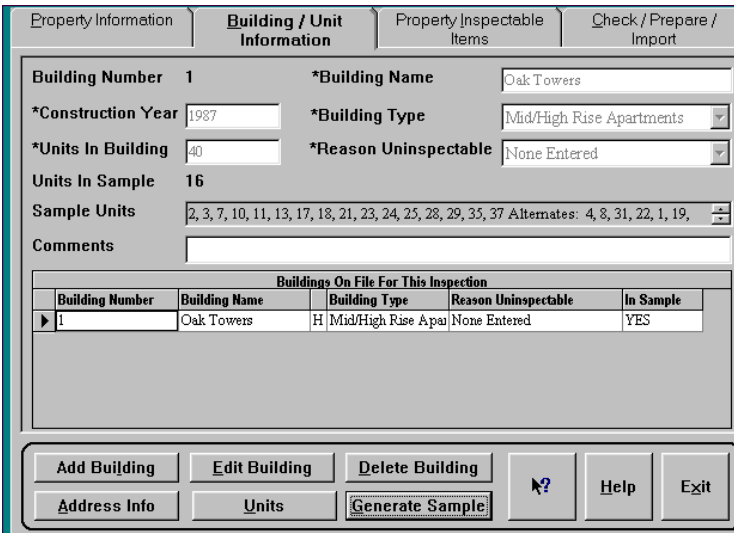
Selection of Alternate Units

1. If a unit is uninspectable, substitute the sample unit with the first alternate unit in the list.
2. If there are no available alternate units within the same building, select the first alternate

unit in the next sample building of the same type.

3. If there are no alternate units of the same building type, use the first alternate unit of the next building type group.
4. If there are no other alternate units available, contact your Help Desk.

Action	Explanation
Tap on the Building/Unit Information tab	Once the buildings have been entered, the sample of buildings and units to inspect can be generated.
Tap on the Generate Sample button	Tap on  .
If you have verified the building information, tap on the Yes button	 Tap on  to generate the sample.
Tap on the OK button	 Tap on  button.

Action	Explanation
<p>The sample units for the building are listed in Sample Units above the Buildings on File for this Inspection table</p>	 <p>The screenshot displays the UPCS software interface. At the top, there are four tabs: 'Property Information', 'Building / Unit Information' (which is selected), 'Property/Inspectable Items', and 'Check / Prepare / Import'. The 'Building / Unit Information' tab contains several input fields: 'Building Number' (1), '*Building Name' (Oak Towers), '*Construction Year' (1987), '*Building Type' (Mid/High Rise Apartments), '*Units In Building' (40), and '*Reason Uninspectable' (None Entered). Below these fields are 'Units In Sample' (16) and 'Sample Units' (a list of 37 units: 2, 3, 7, 10, 11, 13, 17, 18, 21, 23, 24, 25, 28, 29, 35, 37, with alternates 4, 8, 31, 22, 1, 19). A 'Comments' field is also present. Below the input fields is a table titled 'Buildings On File For This Inspection' with columns: Building Number, Building Name, Building Type, Reason Uninspectable, and In Sample. The table contains one entry for Building Number 1, named Oak Towers, with Building Type H Mid/High Rise Apart, Reason Uninspectable None Entered, and In Sample YES. At the bottom of the interface are several buttons: Add Building, Edit Building, Delete Building, Address Info, Units, Generate Sample, a help icon, Help, and Exit.</p>

Exercise 2.4–Sampling

Purpose

The purpose of this exercise is to provide you with experience in generating and interpreting a sample.

Directions

Use the information that you have entered for inspection number 400 and the rent roll on the next page to determine the location of your sample units.

Questions

If you have any questions:

- Use the ***Help*** or ***What's This*** button
- Ask the trainer

You will have 15 minutes to complete this exercise. Then, the trainer will review the entries with the class.

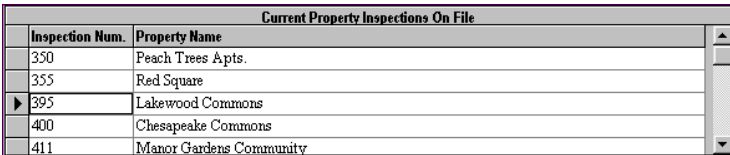

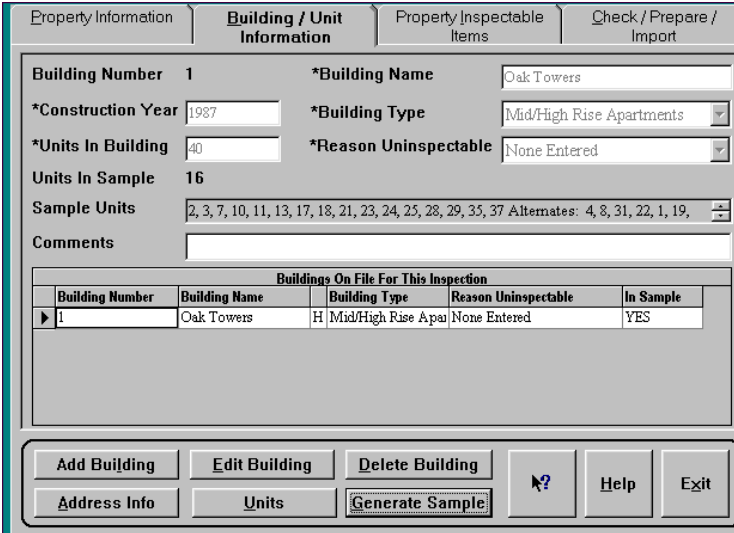
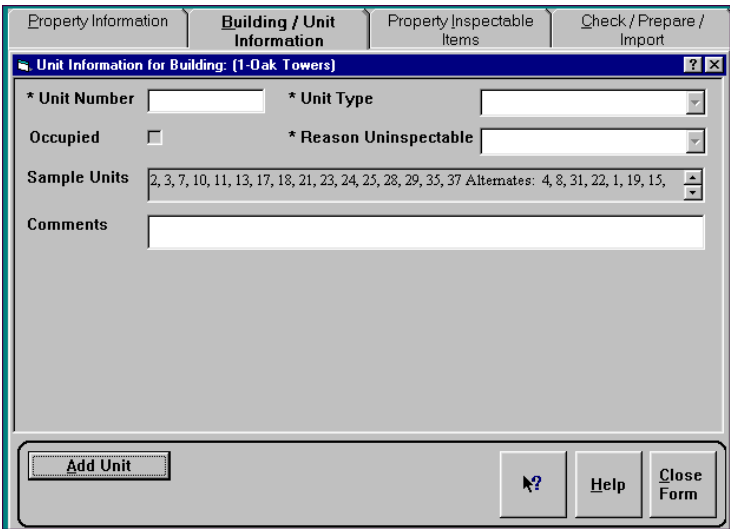

Exercise 2.4 Data

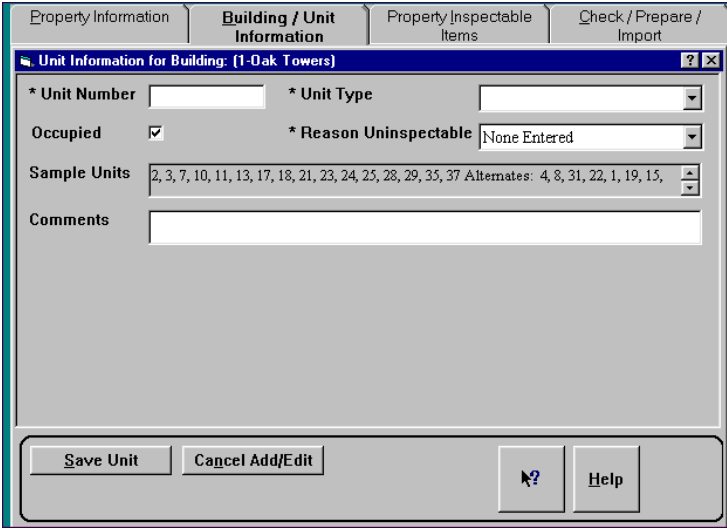
Rent Roll				
	Building	Unit	Unit Type	Occupied/Unoccupied
1	419 East St.	101	Efficiency	Occupied
2		102	3 bedroom	Occupied
3		103	1 bedroom	Occupied
4		104	Efficiency	Occupied
5		105	2 bedroom	Occupied
6		106	1 bedroom	Occupied
7	421 East St.	201	1 bedroom	Occupied
8		202	3 bedroom	Occupied
9		203	2 bedroom	Occupied
10		204	Efficiency	Occupied
11		205	2 bedroom	Occupied
12		206	1 bedroom	Occupied




What buildings are you to inspect?

What units are you to inspect?

UNIT INFORMATION (STEP 10 OF PROTOCOL)

Action	Explanation
Select the correct property from the Property Information tab and then tap on the Building/Units Information tab	
On the Building/Unit Information tab, tap on the Units button	<p>Tap on  to add unit information.</p> 
Tap on the Add Unit button	 <p>Tap on  to add the sample unit.</p>

Action	Explanation
Enter the unit information	 <p>Enter all sample units. Do not enter alternates until you have verified that a sample unit is uninspectable.</p>
	<p><u>HELPFUL HINT: VACANT UNITS</u></p> <p>Multifamily:</p> <p>If the vacancy rate is 15% or more, inspect the vacant units included in the sample.</p> <p>If the vacancy rate is less than 15%, do not inspect vacant units. If a vacant unit is included in the sample, confirm that the unit is vacant and replace vacant unit with an alternate from the sample.</p> <p>PIH:</p> <p>Do not inspect vacant units. If a vacant unit is included in the sample, confirm that the unit is vacant and replace vacant unit with an alternate unit from the sample.</p>

Action	Explanation
	<p>The Comments field can be updated by tapping on the Edit Unit button. The field allows the entry of up to 255 characters regarding unit information.</p> <p>An example of a comment is:</p> <p>This is a 504 unit and the scuff marks on wall are due to a wheelchair.</p> <p>Certain symbols will cause problems during the upload process. Do not use the following symbols when updating the Unit Number or Comments field:</p> <ul style="list-style-type: none"> • Double quotes (") • Asterisk (*) • Ampersand (&) • Equal sign (=)
Tap on the Save Unit button	<p>Tap on  to save the unit information. The Unit Information for Building screen displays.</p>
	<p></p> <p>Tap on the  button. The Building/Unit Information screen displays.</p>
	<p>The Edit Unit and Delete Unit buttons function the same as the edit and delete buttons for the building information.</p>

Exercise 2.5–Adding and Editing Unit Information

Purpose

The purpose of this exercise is to show you how to add and edit unit information using the UPCS software.

Directions

Use the information from the scenario that follows to add and edit units.

Questions

If you have any questions:

- Use the ***Help*** or ***What's This*** button
- Ask the trainer

You will have 20 minutes to complete this exercise. Then, the trainer will review the entries with the class.

Exercise 2.5 Data

Add: **Building 1**

Unit 10B, occupied, 3 bedrooms

Unit 102, occupied, 1 bedroom

Unit 104, occupied, 2 bedrooms

Unit 105, occupied, efficiency

Unit 106, occupied, 2 bedrooms

Building 2

Unit 201, occupied, 3 bedrooms, this is a 504 unit

Unit 203, occupied, 2 bedrooms

Unit 204, occupied, efficiency

Unit 206, occupied, 1 bedroom

Edit Unit 10B and change unit number to 101

RECORDING DEFICIENCIES (STEP 11 OF PROTOCOL)

Background Information:

Classify deficiencies as level 1, level 2, or level 3 according to the protocol. Deficiency definitions are available electronically in the UPCS software. For a level 3 deficiency, you must enter comments and the location of the deficiency.

You must address every inspectable item to successfully complete your inspection. In addition, identify and record accurately and completely both life-threatening and non-life-threatening health and safety hazards. If the location for a Health and Safety item is entered incorrectly, the inspection is rejected by the Physical Inspection Operations (PI-OPs) staff.


Inspectors should call out all deficiencies to the property representative and notify him/her of any deficiencies that are not scored, such as smoke detectors and FHEO defects.

In the absence of a severe weather advisory, inspectors should attempt to inspect all properties, regardless of the presence of snow. Any inspectable items not visible due to the snow are then recorded as No Observed Defect (NOD). In the appropriate Comment fields for property, building and unit information, provide a comment indicating that certain items were hidden by snow.

An inspector should not conduct an inspection when there is a severe weather advisory in effect. A severe weather advisory includes, but is not limited to, hurricanes, tornadoes, thunderstorms, hail or any other adverse weather condition that would likely endanger the safety of the participants. This also includes a snowstorm in which a severe weather advisory has been issued.

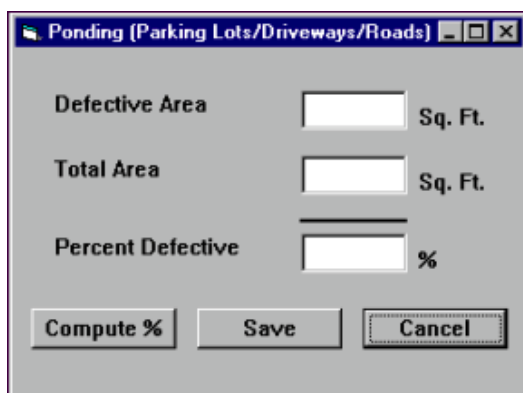
Action	Explanation
Tap on the Property Inspectable Items tab	

SITE INSPECTABLE ITEMS

Action	Explanation
Tap on the Site button	Tap on  to record site deficiencies, including observed health and safety deficiencies. Use the scroll bar on the right to go through the lists.

When Proportionality Applies

If an observed defect level (L1, L2, or L3) is selected from the **Inspectable Defect** screen for Ponding (Parking Lots/Driveways/Roads), Cracks (Parking Lots/ Driveways/Roads) or Cracks/ Settlement/ Heaving (Walkways/Steps); one of the following three screens automatically displays:

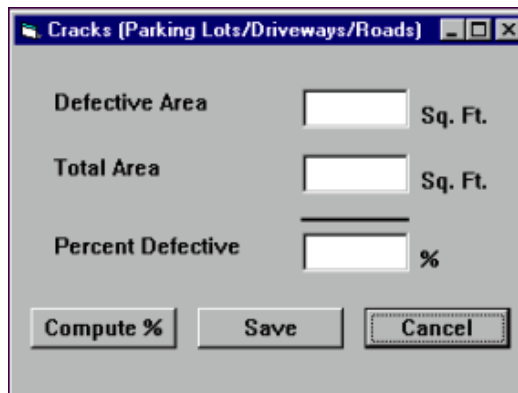


Ponding (Parking Lots/Driveways/Roads)

Defective Area Sq. Ft.

Total Area Sq. Ft.

Percent Defective %

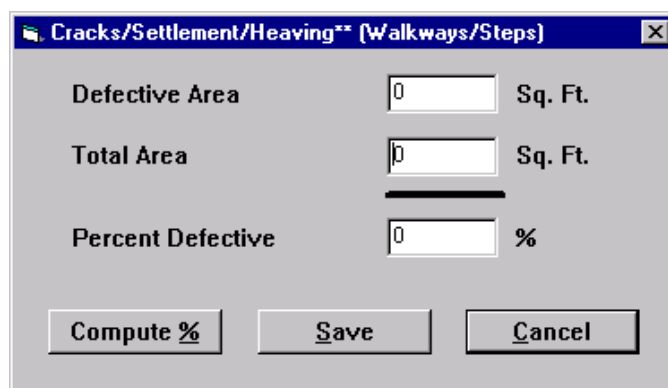


Cracks (Parking Lots/Driveways/Roads)

Defective Area Sq. Ft.

Total Area Sq. Ft.

Percent Defective %




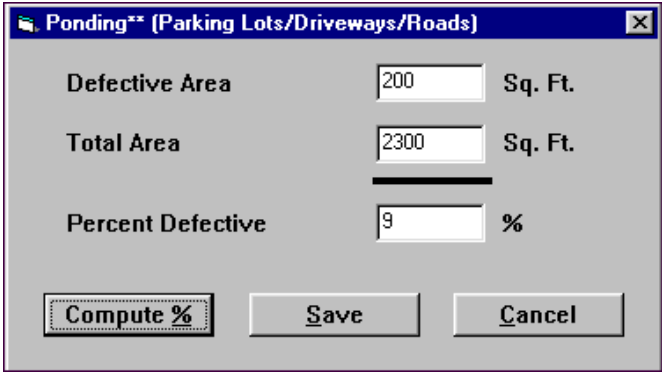
Cracks/Settlement/Heaving** (Walkways/Steps)

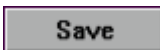
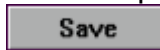
Defective Area Sq. Ft.

Total Area Sq. Ft.


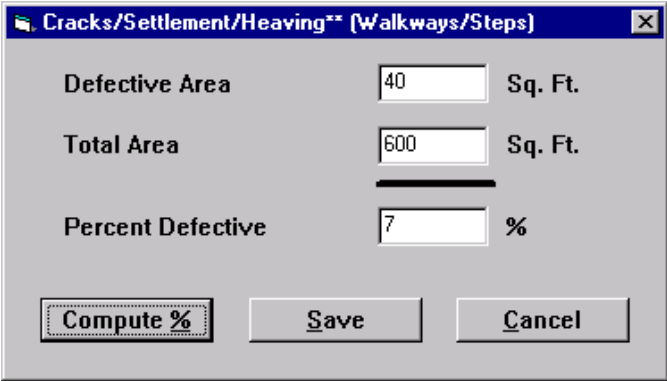
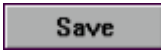
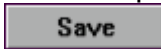
Percent Defective %

Action	Explanation																														
Tap on the Inspectable Item: Parking Lots/Driveways/Roads	<table><tr><th>Inspectable Item</th><th>NOD</th><th>OD</th><th>NA</th></tr><tr><td>▶ Parking Lots/Driveways/Roads</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></table> <p>Tap on Parking Lots/Driveways/Roads.</p>	Inspectable Item	NOD	OD	NA	▶ Parking Lots/Driveways/Roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																						
Inspectable Item	NOD	OD	NA																												
▶ Parking Lots/Driveways/Roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																												
Tap on OD checkbox	<p>Tap on the checkbox under OD.</p> <p>The Inspectable Defects screen displays. Proportionality applies to Cracks and Ponding.</p> <table><tr><th colspan="5">Site: Parking Lots/Driveways/Roads</th></tr><tr><th>Inspectable Defect</th><th>L1</th><th>L2</th><th>L3</th><th></th></tr><tr><td>▶ Cracks**</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td></td></tr><tr><td>Ponding**</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td></td></tr><tr><td>Potholes/Loose Material**</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td></td></tr><tr><td>Settlement/Heaving**</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td></td></tr></table>	Site: Parking Lots/Driveways/Roads					Inspectable Defect	L1	L2	L3		▶ Cracks**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Ponding**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Potholes/Loose Material**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Settlement/Heaving**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Site: Parking Lots/Driveways/Roads																															
Inspectable Defect	L1	L2	L3																												
▶ Cracks**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																												
Ponding**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																												
Potholes/Loose Material**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																												
Settlement/Heaving**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																												
Tap on the level deficiency checkbox	<p>Tap on L3 for the inspectable defect Ponding.</p> <p>The Ponding ** (Parking Lots/Driveways/Roads) screen displays.</p>																														
	<table><tr><th colspan="3">Ponding** (Parking Lots/Driveways/Roads)</th></tr><tr><td>Defective Area</td><td><input type="text" value="0"/></td><td>Sq. Ft.</td></tr><tr><td>Total Area</td><td><input type="text" value="2300"/></td><td>Sq. Ft.</td></tr><tr><td>Percent Defective</td><td><input type="text" value="0"/></td><td>%</td></tr><tr><td colspan="3"><div><div>Compute %</div><div>Save</div><div>Cancel</div></div></td></tr></table>	Ponding** (Parking Lots/Driveways/Roads)			Defective Area	<input type="text" value="0"/>	Sq. Ft.	Total Area	<input type="text" value="2300"/>	Sq. Ft.	Percent Defective	<input type="text" value="0"/>	%	<div><div>Compute %</div><div>Save</div><div>Cancel</div></div>																	
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Percent Defective	<input type="text" value="0"/>	%																													
<div><div>Compute %</div><div>Save</div><div>Cancel</div></div>																															

Action	Explanation
	<p>NOTE: If the inspector calculated the square footage total, the totals can be changed on the screen where proportionality is calculated. However, if the Property Representative provided the square footage and wants to change a measurement, you must return to the Property Information page, click on the Area Measures button and change the square footage value on the Area Measures screen.</p>
Enter the square footage for the defective area in the Defective Area field.	Enter the square footage.
Tap on the Compute % button	Tap on  .
	<div data-bbox="797 974 1455 1344">  </div> <p>NOTE: The system computes the percentage of the area that is defective and inserts the percentage value in the Percent Defective field.</p> <p>The Percent Defective is 9%.</p> <p>All areas with a defect must be included in the calculation even after you reach the threshold.</p>




Action	Explanation																																			
Tap on the Save button	<p>Tap on the  button to save the computed value and return to the current Inspectable Defect screen.</p> <p>NOTE: The Location/Comments pop-up window displays after the  button is tapped whenever Level 3 is selected for a defect.</p> <p>Certain symbols will cause problems during the upload process. Do not use the following symbols when updating the Comments field:</p> <ul style="list-style-type: none">• Double quotes (")• Asterisk (*)• Ampersand (&)• Equal sign (=)																																			
	Based on the definition for the defect, the inspector may need to select another defect level.																																			
Select the Close Form button	Tap on Close Form to return to the Inspectable Item screen.																																			
Tap on the Inspectable Item: Walkways/Steps	<table border="1"><thead><tr><th colspan="5">Site</th></tr><tr><th></th><th>Inspectable Item</th><th>NOD</th><th>OD</th><th>NA</th></tr></thead><tbody><tr><td></td><td>Play Areas and Equipment</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td></td><td>Refuse Disposal</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td></td><td>Retaining Walls**</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td></td><td>Storm Drainage</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td>▶</td><td>Walkways/Steps</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></tbody></table> <p>Tap on Walkways/Steps.</p>	Site						Inspectable Item	NOD	OD	NA		Play Areas and Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Refuse Disposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Retaining Walls**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Storm Drainage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	▶	Walkways/Steps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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▶	Walkways/Steps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																


Action	Explanation																				
Tap on the OD checkbox	<p>Tap on the checkbox under OD. The Inspectable Defect screen displays. Proportionality applies to Cracks/Settlement/Heaving.</p> <div><div>Site: Walkways/Steps</div><table><thead><tr><th></th><th>Inspectable Defect</th><th>L1</th><th>L2</th><th>L3</th></tr></thead><tbody><tr><td></td><td>Broken/Missing Hand Railing</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td></td><td>Cracks/Settlement/Heaving**</td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td></tr><tr><td></td><td>Spalling**</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></tbody></table></div>		Inspectable Defect	L1	L2	L3		Broken/Missing Hand Railing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Cracks/Settlement/Heaving**	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Spalling**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Inspectable Defect	L1	L2	L3																	
	Broken/Missing Hand Railing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
	Cracks/Settlement/Heaving**	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>																	
	Spalling**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
Tap on the level of deficiency of the defect	<p>Tap on the appropriate level of deficiency. The Cracks/Settlement/Heaving **Walkways/Steps screen displays.</p> <div><div>Cracks/Settlement/Heaving** (Walkways/Steps)</div><div><div>Defective Area</div><div><input type="text" value="0"/></div><div>Sq. Ft.</div></div><div><div>Total Area</div><div><input type="text" value="600"/></div><div>Sq. Ft.</div></div><div><div>Percent Defective</div><div><input type="text" value="0"/></div><div>%</div></div><div><div>Compute %</div><div>Save</div><div>Cancel</div></div></div>																				
	<p>NOTE: If the inspector calculated the square footage total, the totals can be changed on the screen where proportionality is calculated. However, if the Property Representative provided the square footage and wants to change a measurement, you must return to the Property Information page, click on the Area Measures button and change the square footage value on the Area Measures screen.</p>																				

Action	Explanation
Enter the square footage for the defective area in the Defective Area field.	Enter the square footage.
Tap on the Compute % button	<p>Tap on .</p>  <p>NOTE: The system computes the percentage of the area that is defective and inserts the percentage value in the Percent Defective field.</p> <p>The Percent Defective is 7%.</p>
Tap on the Save button	<p>Tap on the  button to save the computed value and return to the current inspectable defect screen.</p> <p>NOTE: The Location/Comments pop-up window displays after the  button is tapped whenever Level 3 is selected for a defect.</p> <p>Certain symbols will cause problems during the upload process. Do not use the following symbols when updating the Comments field:</p> <ul style="list-style-type: none"> • Double quotes (") • Asterisk (*) • Ampersand (&) • Equal sign (=)

<i>Action</i>	<i>Explanation</i>
	Based on the definition for the defect, the inspector may have to select another defect level.
Select the <i>Close Form</i> button	Tap on <i>Close Form</i> to return to the Inspectable Item screen.


BUILDING INSPECTABLE ITEMS



Action	Explanation
Select a building	 <p>After inspecting and recording the site items/deficiencies, tap on the drop-down menu (▼) to select the building.</p>
	When the building is selected, the exterior inspectable items display.
Record your observations for each exterior inspectable item and any observed health and safety deficiencies	Use the scroll bars on the right to move through the lists.
Tap on the Systems button	Tap on  to record your observations for each system inspectable item and any observed health and safety deficiencies.
	Use the scroll bar on the right to move through the lists.
	<p><u>HELPFUL HINT: FHEO DEFECTS:</u></p> <p>You may share with the property representative that FHEO defects are not deducted from the final property score.</p>
Tap on the Common Areas button	Tap on  to record your observations for each Common Area inspectable item and any observed health and safety deficiencies.

Action	Explanation
	Use the scroll bars on the right to move through the lists.
	<p><u>HELPFUL HINT: FHEO DEFECTS:</u></p> <p>You may share with the property representative that FHEO defects are not deducted from the final property score.</p>
	<p><u>HELPFUL HINT: UNINSPECTABLE BUILDING:</u></p> <p>If, while conducting the inspection of a building, it is determined that the building is uninspectable, you must perform the following steps before the Reason Uninspectable field is updated:</p>
	<ul style="list-style-type: none"> • Delete all OD, NOD and NA items for the building (If the units for the building have already been recorded, then remove all OD, NOD, and NA items for the units of the building as well.)
	<ul style="list-style-type: none"> • Tap on the Building/Unit Information tab
	<ul style="list-style-type: none"> • Select the building that is uninspectable
	<ul style="list-style-type: none"> • Tap on , and select the appropriate uninspectable reason from the drop-down Reason Uninspectable field.
	<ul style="list-style-type: none"> • Inspect the first alternate building listed. If no alternate is available, contact your Help Desk.




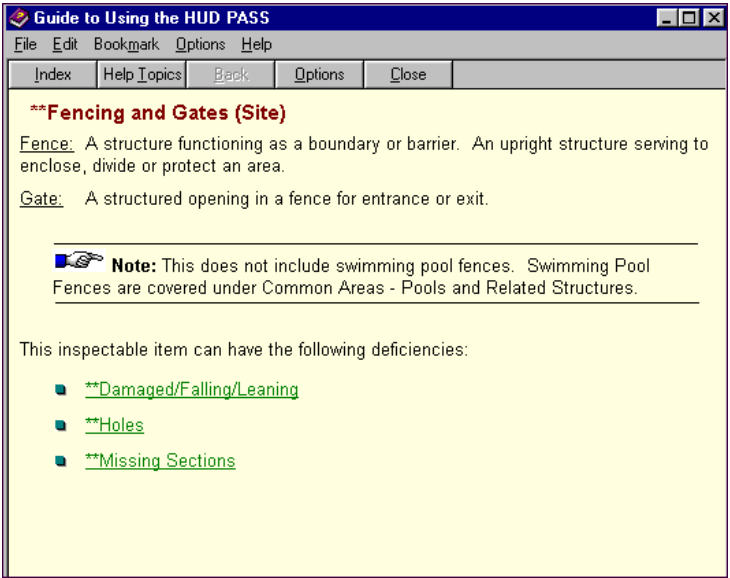
<i>Action</i>	<i>Explanation</i>
	<p><u>HELPFUL HINT: LIFE-THREATENING DEFECTS OBSERVED IN BUILDING(S) NOT IN THE SAMPLE</u></p> <p>The UPCS software provides comment space for all buildings even if they are not in the sample. The Comment field allows you to record life-threatening defects observed in buildings that are not inspected.</p> <p>Follow the steps listed below when a health and safety deficiency is found for a building not in the sample:</p>
	<ul style="list-style-type: none"> • Tap on the Building/Unit Information tab and select the appropriate building.
	<ul style="list-style-type: none"> • Tap on the Edit Building button.
	<ul style="list-style-type: none"> • Record the life-threatening health and safety defect(s) in the Comments field.
	<ul style="list-style-type: none"> • Tap on the Save button to save the comment.
	<ul style="list-style-type: none"> • Remember, life-threatening health and safety deficiencies recorded for uninspected buildings are not included on the Life Threatening Health and Safety Report screen generated at the completion of the inspection via the UPCS software.
	<ul style="list-style-type: none"> • Add the additional life-threatening health and safety hazard deficiencies to the Notification of Exigent and Fire Safety Hazards Observed form.

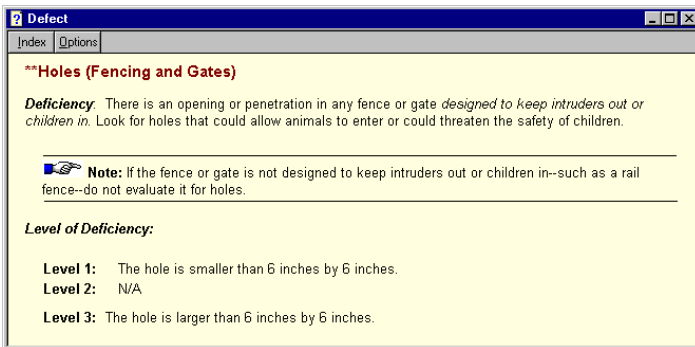

UNIT INSPECTABLE ITEMS

Action	Explanation
Select a unit	Tap on the Unit drop-down menu () to select the unit.
Record your observations for each unit inspectable item and any observed health and safety deficiencies.	Use the scroll bars on the right to move through the lists.
	<p><u>HELPFUL HINT: CLOSED DOORS IN A UNIT</u></p> <p>If you encounter a closed door while conducting the inspection, ask the property representative or the resident to open the door for you.</p>
	<p><u>HELPFUL HINT: UNINSPECTABLE UNIT</u></p> <p>If, while conducting the inspection of a unit, it is determined that the unit is uninspectable, or if, after completing the inspection, it is determined that a unit is uninspectable, all OD, NOD and NA items for that unit must be removed. You must perform the following steps before the Reason Uninspectable field is updated:</p>
	<ul style="list-style-type: none"> • Delete all OD, NOD and NA items for the unit
	<ul style="list-style-type: none"> • Tap on the Building/Unit Information tab
	<ul style="list-style-type: none"> • Select the building with the uninspectable unit


<i>Action</i>	<i>Explanation</i>
	<ul style="list-style-type: none">• Tap on the  button, select the uninspectable unit.
	<ul style="list-style-type: none">• Tap on the  button and select the appropriate uninspectable reason from the drop-down Reason Uninspectable field.
	<ul style="list-style-type: none">• Add an Alternate Unit

DEFINITIONS

Action	Explanation
Tap on an inspectable item	<p>The item you selected is indicated by .</p> <p>For example, you want a definition for</p> <div data-bbox="764 562 1495 600">  Fencing and Gates** </div> <p>NOTE: Double asterisks (**) appearing after an Inspectable Item or Inspectable Defect indicates the definition has been revised.</p>
Tap on the Item Definition button	<p>Tap on  to obtain a definition for an inspectable item. If the definition has been revised, double asterisks (**) appear in front of the Item Definition on the Item and Definition screens.</p>
Tap on a deficiency link	<p>For the example below, the system provides a definition for fencing and gates as well as a definition of the possible deficiencies.</p>
	
	<p>Use the scroll bars on the right to move through the lists.</p>

Action	Explanation
	For example, tap on the <u>Holes</u> link for the definition of the deficiency.
	 <p>Use the scroll bar on the right to view the definitions for level 1, level 2 and level 3 deficiencies.</p>
Tap on the Close icon	Tap on  in the top right corner to close the deficiency definition window.

TOOLS

Action	Explanation
Tap on the Tools button	 provides a calculator and a notepad.

Exercise 2.6–Recording Unit Deficiencies

Purpose

The purpose of this exercise is to allow you to practice recording your inspection observations using the UPCS software.

Directions

Use the information from the scenario that follows to record the inspectable items in the UPCS software.

Questions

If you have any questions:

- Use the ***Help*** or ***What's This*** button
- Ask the trainer

You will have 20 minutes to complete this exercise. Then, the trainer will review the entries with the class.

Exercise 2.6 Data

In the exercise, the following deficiencies are observed on the *site* of the property:

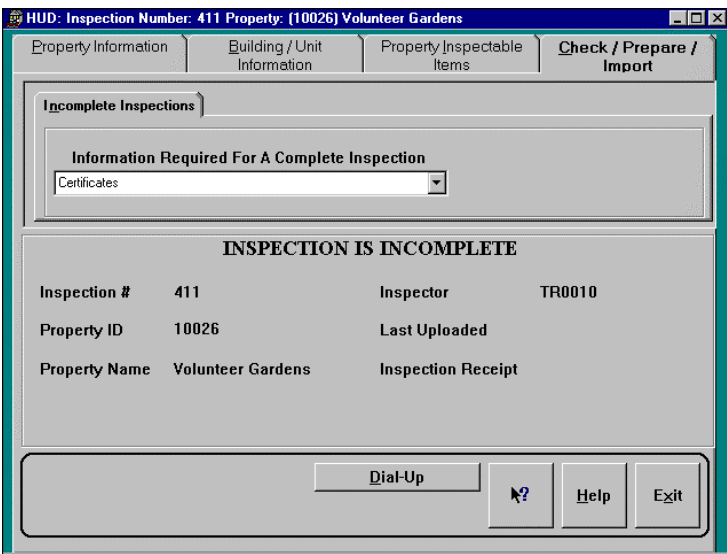
1. There are large cracks in the walkway of the property. More than 6 square feet of the walkway is impacted and traffic flow is restricted.
2. The property's sign, posted in front of one of the buildings, has been vandalized, possibly with a tire iron. The sign is unsightly and unreadable.


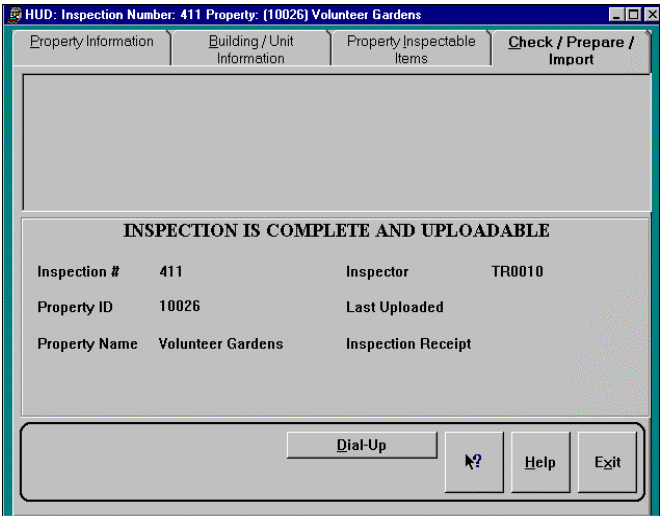
There are no other observed Site, Exterior, Systems, Common Areas or Unit deficiencies. Complete the inspection by tapping either NA or NOD in each of the remaining items in Site, Exterior, Systems, Common Areas and Unit.

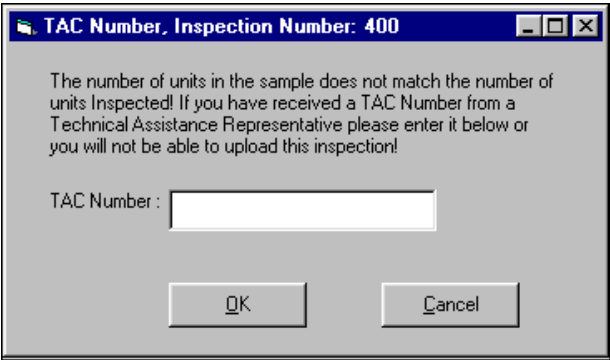
CHECKING/PREPARING THE INSPECTION (STEP 12 OF PROTOCOL)

The check/prepare process ensures that the inspection has been completed and is ready for upload.

This should be done before leaving the site to prevent having to return to the property to verify any missing information and disturb the residents and property representative.

Action	Explanation
Tap on the Check/Prepare/Import tab	 <p>The system checks to ensure that an inspection has been successfully completed. If not, it identifies the reason(s) it is not ready for uploading.</p>

Action	Explanation
	 <p>If the inspection is not ready for upload, the reason and area are identified. Complete the inspection and check again.</p>
	 <p>When you have completed the inspection successfully, you are ready to upload the information to REAC.</p>

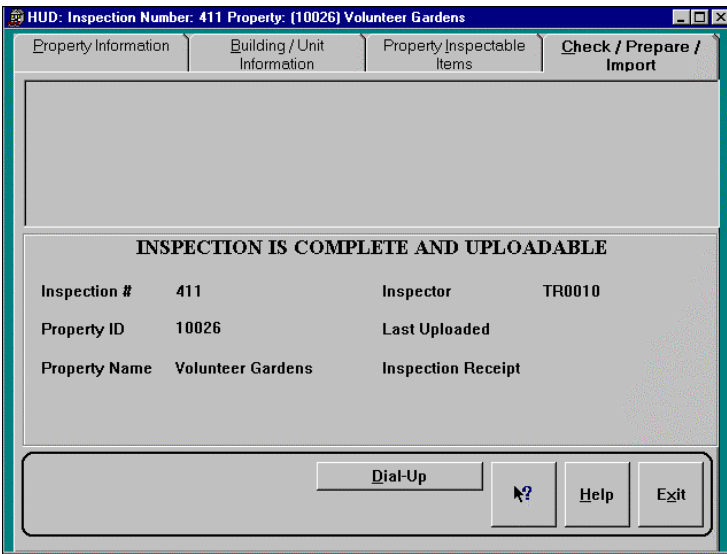

Action	Explanation
	<p><u>HELPFUL HINT: TAC Number Window</u></p> <p>If the number of units in the sample do not match the number of units you inspected, the following message window displays when you click on the <i>Check/Prepare/Import</i> tab.</p> <p>Before you can upload the inspection, you must contact the Technical Support Service Center at 877-406-9220 to receive authorization to upload the inspection and obtain a TAC number.</p> <p>Enter the TAC number in the TAC Number field. The system automatically stores the TAC number in the Comments field on the <i>Property Information</i> tab.</p> 

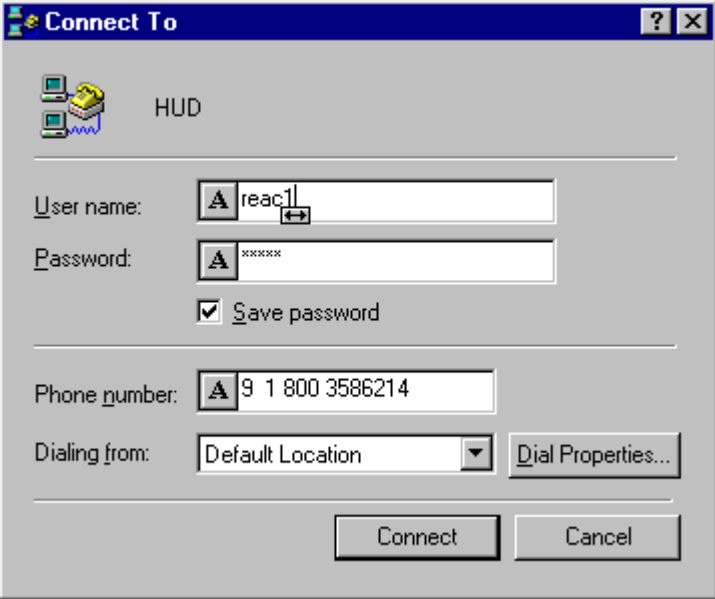
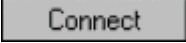



LIFE THREATENING HAZARDS REPORT (STEP 13 OF PROTOCOL)

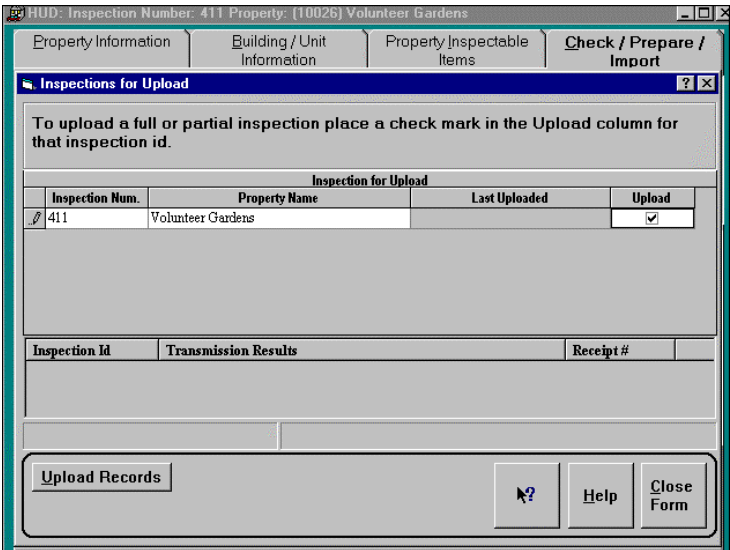
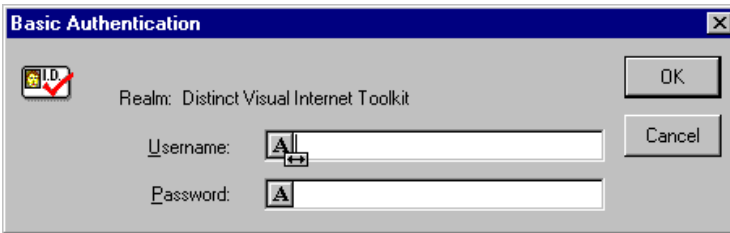
Action	Explanation
Tap on the Life Threatening Hazards Report button	<p>If there are any life-threatening hazards, tap on Life Threatening Hazards Report to view the report. This can be used to complete the Notification of Exigent and Fire Safety Hazards Observed form.</p> <p>This button is only available if there are life-threatening hazards for the property.</p> <p>The report must have a matching deficiency electronically captured in the UPCS software.</p> <p>Complete and clearly print all items in the report so that each deficiency can be accurately logged and quickly addressed by the property representative and HUD Field Office.</p> <p>Inform the property representative that HUD requires all life-threatening health and safety deficiencies corrected within a certain time frame.</p> <p>Multifamily Housing properties must have life-threatening deficiencies corrected or abated and reported within 72 hours (3 business days) to the HUD field office.</p> <p>Public Housing Agency properties must have life-threatening deficiencies corrected or abated within 24 hours and reported to the HUD field office in 10 business days.</p>

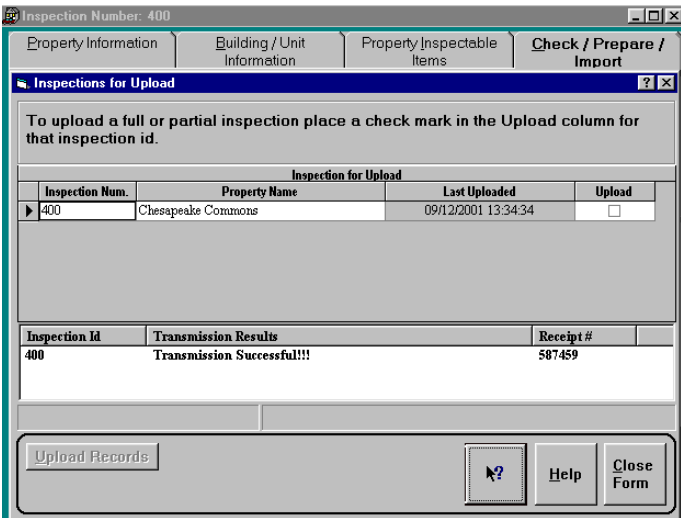




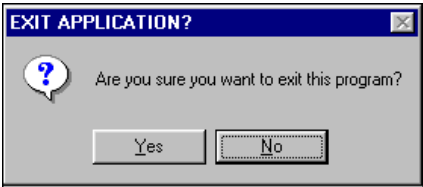

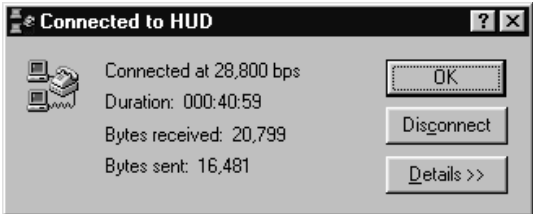

UPLOADING INSPECTION DATA (STEP 15 OF PROTOCOL)

The inspector cannot upload the inspection from the local HUD office.

Action	Explanation
Connect the DCD to an analog phone line	
Tap on the Check/Prepare/Import tab	
Tap on the Dial Up button	Tap on  .

Action	Explanation
Tap on the Connect button	 <p>Tap on .</p>
Tap on the Upload Record(s) button	Tap on  .
Tap on the I Certify button	 <p>After reading the certification statement, click  to certify the inspection.</p>

Action	Explanation
<p>Place a check in the upload column for the inspection(s) you are uploading</p>	 <p>Double click on the Upload checkbox.</p>
<p>Tap on the Upload Record(s) button</p>	<p>Tap on Upload Record(s).</p>
<p>Enter your user ID and password</p> <p>Tap on the OK button</p>	 <p>Enter your HUD-issued user ID in the Username field and your password in the Password field.</p> <p>Remember both the user ID and password are case-sensitive.</p>

Action	Explanation
<p>The Inspections for Upload screen displays indicating the transmission results of the completed inspection.</p> <p>It is not a requirement, but it is suggested that the inspector records the receipt number of the successful transmission for future reference.</p>	
Tap on the Close Form button	 <p>Tap on .</p>
Exit the UPCS software	 <p>Tap on . The Exit Application window displays. Click Yes to close the UPCS software.</p> 
Double-tap the network icon in the system tray to disconnect from the Intranet	<p>Remember to double-tap on the  in the system tray. The Connected to HUD window displays.</p>
Tap on the Disconnect button	 <p>Tap on  to end your Internet session.</p>

Exercise 2.7–Check/Prepare/Upload the Inspection

Purpose

The purpose of this exercise is to provide participants with experience in checking an inspection for successful completion as well as uploading the inspection information to the REAC database.

Directions

Check inspection number 400 for successful completion. Upload the inspection.

Questions

If you have any questions:

- Use the ***Help*** or ***What's This*** button
- Ask the trainer


You will have 15 minutes to complete this exercise. Then, the trainer will review the entries with the class.


COMPRESSING THE DATABASE

The compact utility provides the capability to recover disk space allocated to deleted records.

This can be done from three locations:

- Start up screen
- Property Information tab
- On program exit

Action	Explanation
Exit and restart the inspection program	
Tap on the Compress Database button on the initial screen	
OR Select the Property Information tab and tap on the Administration button	On the Property Information tab, tap on Administration .

Action	Explanation
Tap on the Compress Database button	<div data-bbox="899 329 1354 737"></div> <p>You can also check “Run Compress on Exit” so the system will automatically compress your UPCS software’s database when you exit the program.</p>

SUMMARY

In Chapter 2, we covered a number of important topics on how to use the UPCS software. We practiced:

- Accessing the Internet
 - Logging on to UPCS software
 - Downloading data from REAC
 - Verifying and making corrections to the property information
 - Entering building information
 - Generating the inspection sample
 - Entering sample units
 - Recording observations using the UPCS software
 - Computing proportionality information
 - Confirming inspection data is complete
 - Uploading data to REAC
 - Compressing database
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